SEABROOK FIRE DEPARTMENT

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Date: June 10, 2025

To: William Manzi, Town Manager & Board of Selectmen

From: William J Edwards, Fire Chief

Re: Alpine RedNMX Dispatch Software

Mr. Manzi,

I wanted to send this along regarding making a change in our dispatching software. We have had a few meetings with Alpine RedNMX, they are used by numerous fire departments in the area and we were able to go next door to Hampton and check out the system and see how it would work for Seabrook.

Alpine also has other reporting and tracking modules that we would implement like vehicle maintenance tracking, fire prevention tracking, employee scheduling, employee notifications for calls, and also function on the ipads in the apparatus to show relevant information for our responses live as we are on the calls.

Recently we learned that as of January 1, 2026, our fire reporting needs to be compliant with the National Emergency Response Information System (NERIS). NERIS is replacing National Fire Incident Reporting System (NFIRS) which is being decommissioned on December 31, 2025. Currently IMC does not have the ability to be NERIS compliant without some major upgrades and changes to our current IMC software, this coming with an added expense.

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Implementation: Alpine would come in and swap all of our IMC information, import our Town's GIS, any and all records, etc into the new system, provide training for dispatchers, firefighters, and fire prevention, making sure we are up to speed. They offer support after we make the official swap to Alpine and discontinue IMC.

Pricing: Currently we are paying roughly $16k for IMC, Public Eye, and I Am Responding for our dispatching, apparatus software and for call notifications. RedNMX will have a yearly subscription fee of roughly $22k that includes all the above-mentioned modules.

I have reviewed procurement on this matter and find that for our needs Alpine RedNMX is a sole source provider, meaning no one else can provide this specific product like this. We will take steps, despite my belief that they are a sole source, to ensure competitive pricing.

Once we sign on with Alpine they will take roughly 4-6 weeks to install and start setting up the new software. They will provide a person 2 days a week to work with our members on the system. They say the implementation of the system generally takes 2-3 months after they start. We would want Alpine to be working in the background while we continue using IMC, having an official date of January 1, 2026 to discontinue IMC and be 100% on the new Alpine system.

I am looking for your authorization to move forward with the initiation of this procurement and the implementation of the new system.

Respectfully,

William J Edwards

Fire Chief