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December 6, 2007

City of Roanoke
Facilities Management Division
1802 Courtland Road, NE
Roanoke, VA 24012
Attn: Toni Thomas

Subject: RFP #08-10-02

Dear Ms Thomas:

We have reviewed the RFP document and will attend the pre- bid conference on December 17, 2007 at 9 AM.

In an effort to expedite and clarify the requirements, we offer the following questions, in the hope that they can be addressed at the pre-bid. I am sure other questions will be forth coming at the time of pre-bid.

Questions

1. Page 26 item B 5 and C5- Are all control points to be adjustable from the PC Platform? **Yes**
2. Page 4 item B & Page 26 item B5 Contractor Requirements.- Our assumption is that the intent is to provide active and fast response to all service and system issues that may occur. **Yes**

It is our interpretation that the answer to the following questions is yes, but would you clarify.

- A. Does the contractor have to have an active engineering, installation, and serving branch within the 50 mile radius and not just a sales branch? **Yes**
 - B. Do service personnel have to live within the 50 mile radius? **No**
3. Page 27 item B8- What is the estimate of how any people will attend? **8 people**
 4. Page 28 item C9- If the city does not already possess this software, does the contractor supply as a part of this RFP all proprietary software required the program both field controllers and web controllers? **Yes**

Should you have any questions, please feel free to contact me at (540) 561-2380. The Roanoke team of Johnson Controls thanks you for this opportunity to be of service.

Sincerely,

Steve Tresnak
Service Solutions