

Reports The Commission prepares studies of conditions and problems affecting the marketplace. Such reports may be used to inform legislative proposals in response to requests of the Congress and statutory directions, or for the information and guidance of the

Commission, the executive branch of the Government, and the public. Such reports have provided the basis for significant legislation and have also led to voluntary changes in the conduct of business, with resulting benefits to the public.

Regional Offices—Federal Trade Commission

Region	Address	Director
East Central (DC, DE, MD, MI, OH, PA, VA, WV)	Suite 200, 111 Superior Ave., Cleveland, OH 44114	John Mendenhall
Midwest (IA, IL, IN, KS, KY, MN, MO, ND, NE, SD, WI)	Suite 1860, 55 Monroe St., Chicago, IL 60603-5701	C. Steven Baker
Northeast (CT, MA, ME, NH, NJ, NY, RI, VT)	Suite 318, One Bowling Green, New York, NY 10004	Barbara Anthony
Northwest (AK, ID, MT, OR, WA, WY)	Suite 2896, 915 2d Ave., Seattle, WA 98174	Charles A. Harwood
Southeast (AL, FL, GA, MS, NC, SC, TN)	Suite 1500, 225 Peachtree St., NE., Atlanta, GA 30303	Andrea Foster
Southwest (AR, LA, NM, OK, TX)	Suite 2150, 1999 Bryan St., Dallas, TX 75201-0101	Bradley Elbein
Western (AZ, CA, CO, HI, NV, UT)	Suite 570, 901 Market St., San Francisco, CA 94103	Jeffrey A. Klurfeld
	Suite 700, 10877 Wilshire Blvd., Los Angeles, CA 90024	

Sources of Information

Contracts and Procurement Persons seeking to do business with the Federal Trade Commission should contact the Assistant CFO for Acquisitions, Federal Trade Commission, Washington, DC 20580. Phone, 202-326-2258. Fax, 202-326-3529. Internet, www.ftc.gov.

Employment Civil service registers are used in filling positions for economists, accountants, investigators, and other professional, administrative, and clerical personnel. The Federal Trade Commission employs a sizable number of attorneys under the excepted appointment procedure. All employment inquiries should be directed to the Director of Human Resources Management, Federal Trade

Commission, Washington, DC 20580. Phone, 202-326-2021. Fax, 202-326-2328. Internet, www.ftc.gov.

General Inquiries Persons desiring information on consumer protection or restraint of trade questions, or to register a complaint, should contact the Federal Trade Commission (phone, 202-326-2222 or 877-382-4357 (toll free)) or the nearest regional office. Complaints may also be filed on the Internet at www.ftc.gov.

Publications Consumer and business education publications of the Commission are available through the Consumer Response Center, Federal Trade Commission, Washington, DC 20580. Phone, 877-382-4357 (toll free). TTY, 866-653-4261 (toll free). Internet, www.ftc.gov.

For further information, contact the Office of Public Affairs, Federal Trade Commission, 600 Pennsylvania Avenue NW., Washington, DC 20580. Phone, 202-326-2180. Fax, 202-326-3366. Internet, www.ftc.gov.

GENERAL SERVICES ADMINISTRATION

1800 F Street NW., Washington, DC 20405
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1800 F Street NW., Washington, DC 20405
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[For the General Services Administration statement of organization, see the *Code of Federal Regulations*, Title 41, Part 105-53]

The General Services Administration establishes policy for and provides economical and efficient management of Government property and records, including construction and operation of buildings; procurement and distribution of supplies; utilization and disposal of real and personal property; transportation, traffic, and

communications management; and management of the governmentwide automatic data processing resources program.

The General Services Administration (GSA) was established by section 101 of the Federal Property and Administrative Services Act of 1949 (40 U.S.C. 751).

Contract Appeals The General Services Administration Board of Contract Appeals is responsible for resolving disputes arising out of contracts with the General Services Administration and other Government agencies. The Board is also empowered to hear and decide requests for review of transportation audit rate determinations; claims by Federal civilian employees regarding travel and relocation expenses; and claims for the proceeds of the sale of property of certain Federal civilian employees. In addition, the Board provides alternative dispute resolution services to executive agencies in both contract disputes which are the subject of a contracting officer's decision and other contract-related disputes. Although the Board is located within the agency, it functions as an independent tribunal.

For further information, contact the Board of Contract Appeals, General Services Administration, Washington, DC 20405. Phone, 202-501-0585.

Domestic Assistance Catalog The Federal Domestic Assistance Catalog Program collects and disseminates information on all federally operated domestic assistance programs such as grants, loans, and insurance. This information is published annually in the *Catalog of Federal Domestic Assistance*.

For further information, contact the Federal Domestic Assistance Catalog staff. Phone, 202-708-5126.

Governmentwide Policy The Office of Governmentwide Policy (OGP) collaborates with the Federal community to develop policies and guidelines for the management of Government property, technology, and administrative services. OGP's policymaking authority and policy support activities encompass the areas covering acquisition and contracting, electronic government and information technology, real property

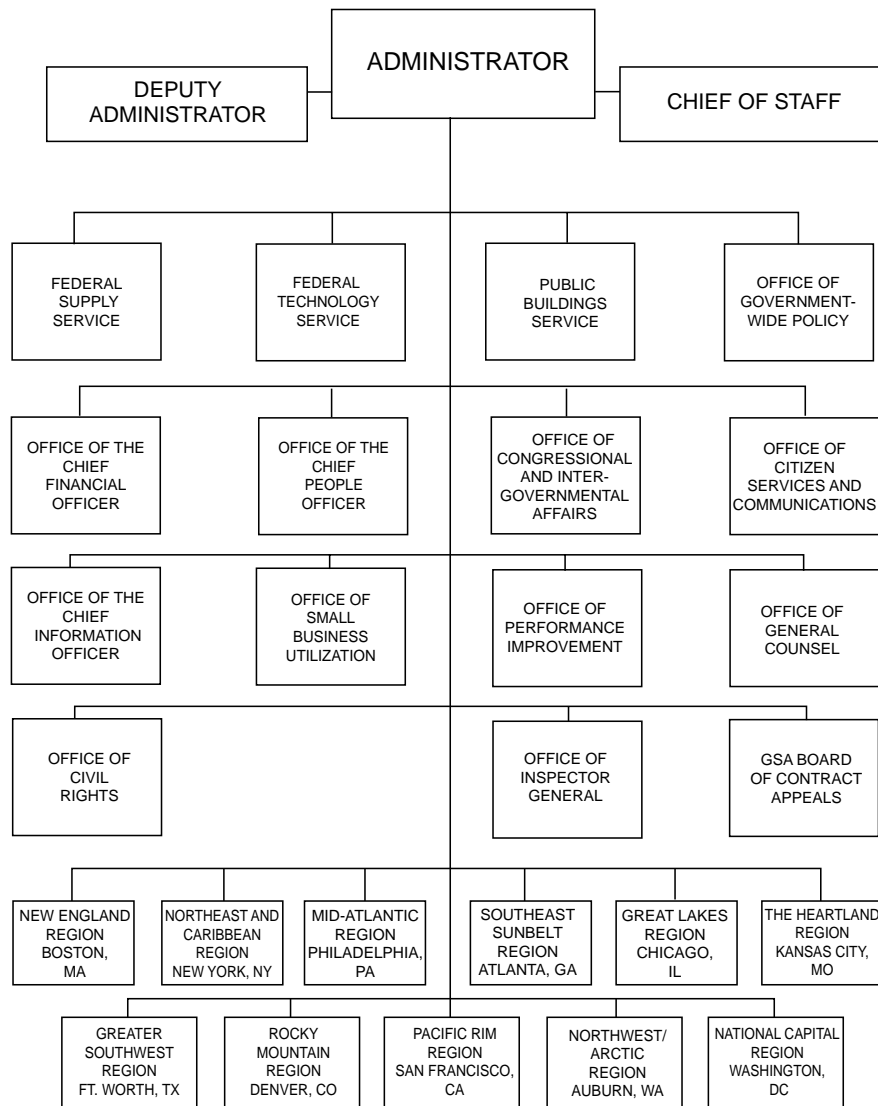
and the workplace, travel, transportation, personal property, aircraft, Federal motor vehicle fleet, mail, regulatory information and use of Federal advisory committees. OGP also provides leadership to interagency groups and facilitates governmentwide management reform through the effective use of performance measures, regulations, and best practices.

The Office of Acquisition Policy provides resources to support the Federal acquisition system. The Office researches, develops, and publishes policy guidance, provides career development services for the Federal acquisition work force, and reports on more than 20 million contract actions annually. For further information, call 202-501-1043.

The Office of Electronic Government and Technology provides guidance and support in using Internet-based and related information technology (IT) services and delivering information to citizens, business partners, associates, agencies, and governments. The Office promotes citizen-centered services and the assessment of emerging technologies, such as security, electronic signatures, and smart cards, to improve the efficiency and effectiveness of government. The Office fosters interagency collaboration on IT management policies and assists agencies on IT policy matters such as IT accommodation and the development of professionals managing or acquiring IT. For further information, call 202-501-0202.

The Office of Real Property provides leadership in the responsible management of the Federal Government's real property assets and protecting the public's interest, and in the development of quality workplaces. It is responsible for the development, administration, and issuance of governmentwide management principles, guidelines, regulations, and standards that relate to real property and asset management and workplace

GENERAL SERVICES ADMINISTRATION



development. Real property programs include real estate management, acquisition, disposal, design, construction, performance standards, delegations, safety and environmental issues, and sustainable design and electronic/Internet data tools. Workplace initiatives include integrated workplace design, telework and cooperative administrative support units, whereby agencies share in the cost and use of common administrative services. For further information, call 202-501-0856.

The Office of Transportation and Personal Property develops governmentwide policies for six areas: personal property, official travel, transportation, mail, aircraft, and motor vehicles. These programs develop regulations, collect and analyze data, manage interagency policy committees, and identify and promote best practices. These programs include the Computers for Learning Web site, Federal Premier Lodging Program, alternative fuel vehicles, and security for Federal mail centers. For further information, call 202-501-1777.

The Regulatory Information Service Center compiles and disseminates information about Federal regulatory activity. The principal publication of the Center is the *Unified Agenda of Federal Regulatory and Deregulatory Actions*, which is published in the *Federal Register* every spring and fall and is available online at reginfo.gov. The Center also provides access to Federal agency forms used by the public at FedForms.gov. For further information, call 202-482-7345.

The Committee Management Secretariat plans, develops, evaluates, and directs a Governmentwide program to maximize public participation in Federal decisionmaking through Federal Advisory Committees. For further information, call 202-273-3556.

For further information, contact the Office of Governmentwide Policy. Phone, 202-501-8880. Internet, www.gsa.gov/policy.

Citizen Services and Communications

The Office of Citizen Services and Communications (OCSC) serves as a central Federal gateway for citizens, businesses, other governments, and the media to easily obtain information and services from the Government on the Web, in print, over the telephone, or by E-mail. OCSC is organized into two components—citizen services and communications.

Citizen services comprises the Federal Citizen Information Center which serves citizens, businesses and other Government agencies by providing information and services via Firstgov.gov, 1-800-FED-INFO, and print publications through Pueblo, Colorado. It also develops and implements innovative technologies that improve the delivery of government information and services to citizens through the Office of E-Gov Support. OCSC also collaborates with Federal, State, local and foreign governments and intergovernmental organizations to promote more effective use of information technology and E-Gov solutions through the Office of Intergovernmental Solutions.

Communications, the other component of OCSC, plans, administers and coordinates GSA media relations, and internal and external communications. It also coordinates GSA-wide strategic marketing activities, events planning, graphics and audiovisual production, and writing and editing support services for the entire agency.

For further information, contact the Office of Citizen Services and Communications. Phone, 202-501-0705. Internet, www.gsa.gov.

Enterprise Development The Office of Enterprise Development focuses on programs, policy, and outreach to assist the small business community nationwide in doing business with GSA.

For further information, call 202-501-1021. Internet, www.gsa.gov/oed.

Small Business Centers—General Services Administration

Region	Address	Telephone
National Capital—Washington, DC	Rm. 1050, 7th & D Sts. SW., 20407	202-708-5804
New England—Boston, MA	Rm. 901, 10 Causeway St., 02222	617-565-8100
Northeast and Caribbean—New York, NY	Rm. 18-130, 26 Federal Plz., 10278	212-264-1234
Mid-Atlantic—Philadelphia, PA	9th Fl., 20 N. Eighth Street, 19107	215-466-4918
Southeast Sunbelt—Atlanta, GA	Suite 650, 77 Forsyth St., 30303	404-331-5103
Great Lakes—Chicago, IL	Rm. 3714, 230 S. Dearborn St., 60604	312-353-5383
Heartland—Kansas City, MO	Rm. 1160, 1500 E. Bannister Rd., 64131	816-926-7203
Southwest—Fort Worth, TX	Rm. 1E13A, 819 Taylor St., 76102	817-978-0800
Rocky Mountain—Denver, CO	Rm. 210, Denver Federal Ctr., 80225-0006	303-236-7409
Pacific Rim—San Francisco, CA	Rm. 5-6535, 450 Golden Gate Ave., 94102	415-522-2700
Satellite office—Los Angeles, CA	Rm. 3259, 300 N. Los Angeles St., 90012	213-894-3210
Northwest/Arctic—Auburn, WA	400 15th St. SW., 98001	253-931-7956

Federal Technology Service

The Federal Technology Service (FTS) delivers telecommunications, information technology (IT), and information security services to Federal agencies. Its mission is to provide IT solutions and network services to support its customers' missions worldwide through its business lines.

The network services business line enables FTS to provide its customers end-to-end telecommunications services. Included in this business line are world-class, worldwide long-distance and local telecommunications services including low-cost, state-of-the-art voice, data, and video telecommunications.

The IT solutions business line helps agencies acquire, manage, integrate, and use IT resources and protect the security of Federal information.

The Federal Relay Service (TTY, 800-877-8339) ensures that all citizens—hearing individuals and individuals who are deaf, hard of hearing, or speech-disabled—have equal access to the Federal telecommunications system and enables Federal employees to conduct official duties and the general public to conduct business with the Federal Government and its agencies.

FTS serves a Governmentwide leadership role in infrastructure assurance and critical infrastructure protection through management and coordination of the Federal Computer Incident Response Capability (FedCIRC) and the Federal PKI Bridge Certificate Authority.

FTS also provides the award-winning Blue Pages Project, which compiles standardized and improved Government

listings in phone directories across the country, reaching an estimated 55 million rural and urban households.

For further information, contact the Federal Technology Service. Phone, 888-FTS-6397 (toll free).

Federal Supply Service

The Federal Supply Service (FSS) provides goods and services for the Federal marketplace, providing customers with economical, efficient, and effective service delivery and significant savings in time and administrative costs. By taking advantage of the Government's aggregate buying power, FSS achieves significant savings for both the customer and the taxpayer. The FSS employs world-class business practices and carries out its mission through the following five business lines: —the commercial acquisition business line offers Federal agencies millions of commercial products and an extensive range of technology, financial, environmental, management, and administrative services through the Multiple Awards Schedules program. Agencies make best-value choices among 4 million products and services available from more than 8,000 commercial suppliers under contract to FSS.

—the supply program provides quick fulfillment of recurring customer needs for basic business and mission supplies by leveraging best practices in supply chain management programs. Fulfillment solutions for supplies include electronic and hard copy catalogs, multiple ordering channels, FSS management of billing and paying transactions, order

administration, and customer service support. The supply program is fully complementary to the service and solutions offered through the Commercial Acquisition Multiple Award Schedule program. The supply distribution system provides critical support to the Government's national defense, disaster relief and other strategic missions stocking emergency readiness items like shovels, batteries, helmets and sandbags.

—the vehicle acquisition and leasing services business line provides two distinct services. One service, GSA Automotive, manages the acquisition of vehicles for all Federal agencies through consolidated acquisitions and the Multiple Awards Schedules program. The other service is a leasing program, GSA Fleet, which manages a fleet of more than 188,000 vehicles, providing non-tactical vehicles needed by civilian and military customer agencies with a comprehensive leasing program. GSA Fleet handles all aspects of the management of these assets including vehicle acquisition, maintenance and repair, accident management, fuel expenses, resale of used vehicles, and a selection of alternative-fuel vehicles.

—the travel and transportation business line helps control the Government's direct and administrative costs for travel and transportation services. Travel services include negotiated airline contracts, travel agency, and travel charge card services. Transportation services include the shipment of parcels, freight and household goods. The business line also oversees the use of audit contractors to examine the Government's air passenger, freight and household goods transportation billings to identify and seek recovery of incorrect billings and

overpayments for the Federal Government.

—the personal property program provides for property sales through comprehensive cost-effective solutions. Property no longer needed by one Federal agency is entered into an electronic system for screening and use by other Federal agencies, thereby avoiding new procurements. Property with no further Federal use can be screened electronically and is offered at no cost to State and local governments and eligible nonprofit groups. Property whose value cannot be extended by reuse or donation is sold to the public, primarily through online auctions.

For more information, contact the Federal Supply Service, Washington, DC 20406. Phone, 703-305-5600. Internet, www.fss.gsa.gov.

Public Buildings Service

The Public Buildings Service (PBS) provides work environments for over a million Federal employees nationwide. Since 1949, PBS has served as a builder, developer, lessor, and manager of federally owned and leased properties. It provides a full range of real estate services, property management, construction and repairs, security services, property disposal, and overall portfolio management. Eleven regional GSA offices, located in major metropolitan centers across the country, deliver comprehensive real estate services. PBS also manages over 100 child care centers, preserves and maintains more than 400 historic properties, and conserves a substantial inventory of artwork from the past.

For further information, contact the Office of the Commissioner, Public Buildings Service. Phone, 202-501-1100. Internet, www.pbs.gov/pbs.

Regional Offices—General Services Administration

Region	Address	Administrator
New England	Boston, MA (10 Causeway St., 02222)	Dennis Smith
Northeast and Caribbean	New York, NY (26 Federal Plz., 10278)	Karl H. Reichelt
Mid-Atlantic	Philadelphia, PA (20 N. Eighth St., 19107-3191)	Barbara L. Shelton
Southeast Sunbelt	Atlanta, GA (Suite 600, 77 Forsyth St., 30303)	Edwin E. Fielder, Jr.
Great Lakes	Chicago, IL (230 S. Dearborn St., 60604)	James C. Handley
The Heartland	Kansas City, MO (1500 E. Bannister Rd., 64131)	Bradley Scott
Greater Southwest	Fort Worth, TX (819 Taylor St., 76102)	Scott Arney
Rocky Mountain	Denver, CO (Bldg. 41, Denver Federal Ctr., 80225-0006)	Larry Trujillo, Sr.
Pacific Rim	San Francisco, CA (5th Fl., 450 Golden Gate Ave., 94102)	Peter G. Stamison

Regional Offices—General Services Administration—Continued

Region	Address	Administrator
Northwest/Arctic	Auburn, WA (GSA Ctr., 400 15th St. SW., 98002)	John R. Kvistad
National Capital	Washington, DC (7th & D Sts. SW., 20407)	Donald C. Williams

Sources of Information

Contracts Individuals seeking to do business with the General Services Administration may obtain detailed information from the Small Business Centers listed in the preceding text.

Electronic Access Information about GSA is available electronically through the Internet, at www.gsa.gov.

Employment Inquiries and applications should be directed to the Human Resources Division (CPS), Office of Human Resources Policy and Operations, General Services Administration, Washington, DC 20405. Phone, 202-501-0370.

Fraud and Waste Contact the Inspector General's Office. Phone, 202-501-1780, or 800-424-5210 (toll free).

Freedom of Information and Privacy Act Requests Inquiries concerning policies pertaining to Freedom of Information Act and Privacy Act matters should be addressed to the GSA FOIA or Privacy Act Officer, General Services Administration, Room 7136, Washington, DC 20405. Phone, 202-501-2262 or 202-501-3415. Fax, 202-501-2727.

Property Disposal Inquiries about the redistribution or competitive sale of surplus real property should be directed to the Office of Property Disposal, Public Buildings Service, 1800 F Street NW., Washington, DC 20405. Phone, 202-501-0084.

Public and News Media Inquiries Inquiries from both the general public and news media should be directed to the Office of Communications, General Services Administration, 1800 F Street NW., Washington, DC 20405. Phone, 202-501-1231.

Publications Many GSA publications are available at moderate prices through the bookstores of the Government Printing Office (<http://bookstore.gpo.gov>). Orders and inquiries concerning publications and subscriptions for sale

by the Government Printing Office should be directed to the Superintendent of Documents, Government Printing Office, Washington, DC 20401. Others may be obtained free or at cost from a Small Business Center. If a publication is not distributed by any of the stores, inquiries should be directed to the originating agency's service or office. The addresses for GSA inquiries are:

Public Buildings Service (P), General Services Administration, Washington, DC 20405

Federal Supply Service (F), General Services Administration, Washington, DC 20406

Office of Finance (BC), General Services Administration, Washington, DC 20405

Federal Technology Service (T), General Services Administration, 10304 Eaton Place, Fairfax, VA 22030

For a free copy of the *U.S. Government TTY Directory*, contact the Federal Citizen Information Center, Department TTY, Pueblo, CO 81009. Phone, 888-878-3256. Internet, www.gsa.gov/frs. For a free copy of the quarterly *Consumer Information Catalog*, including information on food, nutrition, employment, Federal benefits, the environment, fraud, privacy and Internet issues, investing and credit, and education, write to the Federal Citizen Information Center, Pueblo, CO 81009. Phone, 888-878-3256. Internet, www.pueblo.gsa.gov.

For information about Federal programs and services, call the Federal Citizen Information Center's National Contact Centers at 800-333-4636, Monday through Friday from 8 a.m. to 8 p.m. eastern time.

For a free copy of the *Federal Relay Service Brochure*, contact the GSA Federal Technology Service. Phone, 877-387-2001. TTY, 202-585-1840.

Small Business Activities Inquiries concerning programs to assist small businesses should be directed to one of the Small Business Centers listed in the preceding text.

Speakers Inquiries and requests for speakers should be directed to the Office of Citizen Services and Communications (X), General Services Administration,

Washington, DC 20405 (phone, 202–501–0705); or contact the nearest regional office.

For further information concerning the General Services Administration, contact the Office of Citizen Services and Communications (X), General Services Administration, Washington, DC 20405. Phone, 202–501–0705. Internet, www.gsa.gov.

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The Inter-American Foundation is an independent Federal agency that supports social and economic development in Latin America and the Caribbean. It makes grants primarily to private, indigenous organizations that carry out self-help projects benefiting poor people.

The Inter-American Foundation (IAF) was created in 1969 (22 U.S.C. 290f) as an experimental U.S. foreign assistance program. IAF works in Latin America and the Caribbean to promote equitable, participatory, and sustainable self-help development by awarding grants directly to local organizations throughout the region. It also enters into partnerships with public and private sector entities to scale up support and mobilize local, national, and international resources for grassroots development. From all of its

innovative funding experiences, IAF extracts lessons learned and best practices to share with other donors and development practitioners throughout the hemisphere.

IAF is governed by a nine-person Board of Directors appointed by the President with the advice and consent of the Senate. Six members are drawn from the private sector and three from the Federal Government. The Board of Directors appoints the President of IAF.

For further information, contact the Office of the President, Inter-American Foundation, 901 North Stuart Street, Arlington, VA 22203. Phone, 703–306–4301. Internet, www.iaf.gov.