

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) 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. TTY, 866-653-4261. 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
Phone, 202-708-5082. Internet, www.gsa.gov.

Administrator	DAVID L. BIBB, <i>Acting</i>
Deputy Administrator	DAVID L. BIBB
Chief of Staff	JOHN F. PHELPS
Chairman, Civilian Board of Contract Appeals	STEPHEN M. DANIELS
Inspector General	BRIAN D. MILLER
General Counsel	LENNARD S. LOEWENTRITT, <i>Acting</i>
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Associate Administrator for Citizen Services and Communications	EDWARD N. BLAKELY, JR.
Associate Administrator for Congressional and Intergovernmental Affairs	KEVIN A. MESSNER
Associate Administrator for Small Business Utilization	FELIPE MENDOZA
Associate Administrator for Performance Improvement	KIMBER H. BOYER, JR.
Chief Financial Officer	KATHLEEN M. TURCO
Chief Information Officer	CASEY COLEMAN
Chief Human Capital Officer	GAIL T. LOVELACE
Chief Acquisition Officer	DAVID A. DRABKIN, <i>Acting</i>
Chief Emergency Response and Recovery Officer	RICHARD A. REED

FEDERAL ACQUISITION SERVICE

2200 Crystal Drive, Room 1100, Arlington, VA 22202
Phone, 703-605-5400. Fax, 703-605-9955.

Commissioner	JAMES A. WILLIAMS
Deputy Commissioner	BARNABY L. BRASSEUX

Chief of Staff	BRUCE E. CAUGHMAN
Chief Information Officer	EDWARD J. O'HARE
Assistant Commissioner for Customer Accounts and Research	GARY FEIT
Assistant Commissioner for Acquisition Management	STEVEN J. KEMPF, <i>Acting</i>
Assistant Commissioner for Integrated Technology Services	JOHN C. JOHNSON
Assistant Commissioner for General Supplies and Services	JOSEPH H. JEU
Assistant Commissioner for Travel, Motor Vehicle and Card Services	WILLIAM F. WEBSTER
Assistant Commissioner for Administration Controller	KAREN J. HAMPEL
Assistant Commissioner for Strategic Business Planning and Process Improvement	JON A. JORDAN
Assistant Commissioner for Assisted Acquisition Services	ELIZABETH F. DELNEGRO, <i>Acting</i>
	MARY A. DAVIE

PUBLIC BUILDINGS SERVICE

1800 F Street NW., Washington, DC 20405
Phone, 202-501-1100

Commissioner	DAVID L. WINSTEAD
Deputy Commissioner	ANTHONY COSTA
Chief of Staff	J. KENNETH SCHELBERT
Assistant Commissioner for Budget and Financial Management	LISA A. WARD
Assistant Commissioner for Organizational Resources	SEAN M. MILDREW
Assistant Commissioner for Real Property Asset Management	CATHLEEN C. KRONOPOLUS
Assistant Commissioner for Applied Science	GLENN S. HUNTER, JR.
Assistant Commissioner for National Customer Service Management	MARTHA BENSON, <i>Acting</i>
Chief Architect	LESLIE L. SHEPHERD
Assistant Commissioner for Capital Construction Program Management	WILLIAM J. GUERIN
Assistant Commissioner for Real Estate Acquisition	SAMUEL J. MORRIS III

OFFICE OF GOVERNMENTWIDE POLICY

1800 F Street NW., Washington, DC 20405
Phone, 202-501-8880

Associate Administrator for Governmentwide Policy	KEVIN A. MESSNER, <i>Acting</i>
Deputy Associate Administrator Director, Policy Initiatives	STANLEY F. KACZMARCZYK
Deputy Associate Administrator, Technology Strategy	JAMES L. DEAN
Director, Regulatory Information Service Center	STANLEY F. KACZMARCZYK, <i>Acting</i>
	JOHN C. THOMAS

Deputy Associate Administrator, Real Property Management	CAROLYN M. AUSTIN-DIGGS
Deputy Associate Administrator, Travel, Transportation, and Asset Management	REBECCA R. RHODES

[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, travel, fleet, 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 Civilian Board of Contract Appeals is responsible for resolving disputes arising out of contracts between the GSA and other Government agencies, excluding the Defense Department, Postal Service, and Tennessee Valley Authority. The Board also hears and decides requests for review of transportation audit rate determinations; claims by Federal civilian employees regarding travel and relocation expenses; claims for the proceeds of the sale of property of certain Federal civilian employees, and cases involving the Indian Self-Determination and Education Assistance Act and the Federal Crop Insurance Corporation. 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 Civilian Board of Contract Appeals, General Services Administration, Washington, DC 20405. Phone, 202-606-8800.

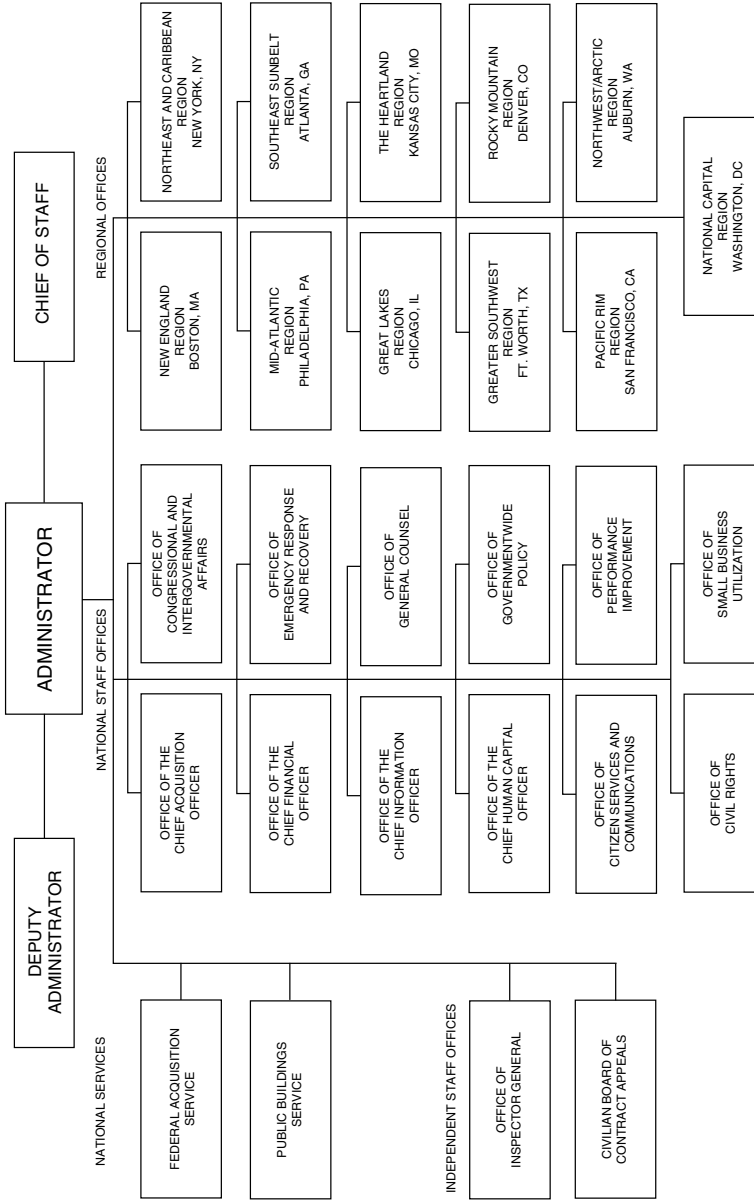
Governmentwide Policy The Office of Governmentwide Policy (OGP) collaborates with the Federal community to develop policies and guidelines for the management of Government property, technology, and administrative

services. OGP's policymaking authority and policy support activities encompass the areas covering 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 and best practices.

The Office of Technology Strategy provides policy guidance on issues pertaining to electronic business and technology and coordinates information technology strategies to improve Government effectiveness and efficiency. The Office fosters interagency collaboration on IT management policies and assists agencies on IT policy matters such as IT accommodation, security, smart cards, and electronic signatures. For further information, call 202-501-0202.

The Office of Real Property Management provides policy guidance in the responsible management of the Federal Government's real property assets and in the development of quality workplaces. It develops and issues governmentwide management regulations and standards that relate to real property asset management and workplace development. Real property programs include real estate management, acquisition, disposal, design, construction, performance

GENERAL SERVICES ADMINISTRATION



standards, delegations, safety and environmental issues, and sustainable design. For further information, call 202-501-0856.

The Office of Travel, Transportation, and Asset Management develops governmentwide policies to ensure the economical and efficient management of Government assets, mail, travel, transportation, and relocation allowances. It develops regulations, collects and analyzes governmentwide data, manages interagency policy committees, and collaborates with customers and stakeholders to address and facilitate governmentwide improvements. For further information, call 202-501-1777.

The Regulatory Information Services Center compiles and analyzes data on governmentwide regulatory information and activities. 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 www.reginfo.gov. For further information, call 202-482-7340.

The Office of Policy Initiatives develops policy, training, evaluation, and performance metrics for the Federal Advisory Committee Program to maximize public participation in Federal decisionmaking through Federal Advisory Committees.

For further information, contact the Office of Governmentwide Policy. Phone, 202-501-8880.

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.

OCSC comprises the Federal Citizen Information Center which serves citizens,

businesses, and other Government agencies by providing information and services via USA.gov, 1-800-333-4636, and print publications through Pueblo, Colorado. It develops and implements innovative technologies that improve the delivery of Government information and services to citizens. Citizen Services also collaborates with Federal, State, local, and foreign governments and intergovernmental organizations to promote more effective use of information technology and E-Gov solutions.

OCSC plans, administers, and coordinates GSA media relations and develops and executes internal and external communications efforts. It also assists with 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.

Acquisitions The Office of the Chief Acquisition Officer manages and strengthens both Federal and GSA acquisition policies. The Office provides Federal agencies with the goods, services, and support required while maintaining compliance and integrity in contracting. It also ensures compliance with applicable laws, regulations, and policies; fosters full and open competition; develops and trains the acquisition workforce; and promotes accountability for acquisition decisionmaking.

For further information, contact the Office of the Chief Acquisition Officer. Phone, 202-501-1043.

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

For further information, contact the Office of Small Business Utilization. Phone, 202-501-1021.

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. 8th St., 19107	215-466-4918
Southeast Sunbelt—Atlanta, GA	Suite 600, 77 Forsyth St., 30303	404-331-5103
Great Lakes—Chicago, IL	Rm. 3714, 230 S. Dearborn St., 60604	888-353-5383
Heartland—Kansas City, MO	Rm. 1161, 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. 3108, 300 N. Los Angeles St., 90012	213-894-3210
Northwest/Arctic—Auburn, WA	400 15th St. SW., 98001	253-931-7956

Federal Acquisition Service

The Federal Acquisition Service (FAS) offers services to customer agencies by providing innovative, compliant, and integrated solutions to today’s acquisition challenges. Its mission is to provide excellent acquisition services for Federal agencies to increase overall Government efficiency. This includes acquisition of products and services and full-service programs in information technology, telecommunications, professional services, supplies, motor vehicles, travel and transportation, charge cards, and personal property utilization and disposal.

FAS provides multiple channels for customers to acquire the products, services, and solutions they need. Key acquisition programs include multiple awards schedules and governmentwide acquisition contracts that provide customers easy access to a wide range of information technology, telecommunications, and professional products and services. It also provides its customers with access to the products and services they need through online Web sites such as GSA *Advantage!*, e-Buy, Schedules e-Library, GSA Auctions, Transportation Management Services Solutions, and a myriad of other electronic tools.

For further information, contact the Office of the Commissioner, Federal Acquisition Service. Phone, 703-605-5400.

Public Buildings Service

The Public Buildings Service (PBS) is the landlord for the civilian Federal Government. PBS provides a superior workplace for Federal agencies at a good value to the American taxpayer.

PBS designs, builds, leases, manages, and maintains space in office buildings, courthouses, laboratories, border stations, data processing centers, warehouses, and child care centers. It also repairs, alters, and renovates existing facilities and disposes of surplus Government properties. PBS is a leader in energy conservation, build green, and recycling. It preserves and maintains more than 400 historic properties in the Federal Government’s inventory. PBS also commissions our country’s most talented artists to create artwork for new Federal buildings and conserves a substantial inventory of artwork from the past.

PBS collects rent from Federal tenants, which is deposited into the Federal Buildings Fund, the principal funding mechanism for PBS.

For further information, contact the Office of the Commissioner, Public Buildings Service. Phone, 202-501-1100.

Regional Offices—General Services Administration

Region	Address	Administrator
New England	Boston, MA (10 Causeway St., 02222)	Dennis R. Smith
Northeast and Caribbean	New York, NY (26 Federal Plz., 10278)	Emily R. Baker
Mid-Atlantic	Philadelphia, PA (20 N. 8th St., 19107-3191)	Barbara L. Shelton
Southeast Sunbelt	Atlanta, GA (Suite 600, 77 Forsyth St., 30303)	Craig G. Dawson
Great Lakes	Chicago, IL (230 S. Dearborn St., 60604)	James C. Handley

Regional Offices—General Services Administration—Continued

Region	Address	Administrator
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)	Leslie L. Plomondon
Pacific Rim	San Francisco, CA (5th Fl., 450 Golden Gate Ave., 94102)	Peter G. Stamison
Northwest/Arctic	Auburn, WA (GSA Ctr., 400 15th St. SW., 98002)	Jon R. Kvistad
National Capital	Washington, DC (301 7th St. SW., 20407)	Anthony Reed

Sources of Information

Contracts Individuals seeking to do business with the General Services Administration may obtain information through the Internet at www.gsa.gov.

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

Employment Job announcements and applications for employment with GSA are located on the GSA Web site at www.gsa.gov. For inquiries regarding employment with GSA, contact the Office of Human Resources Services. E-mail, GSAjobs@gsa.gov.

Fraud and Waste Contact the Inspector General's hotline. Phone, 202-501-1780 or 800-424-5210.

Freedom of Information Act Requests Inquiries concerning policies pertaining to Freedom of Information Act matters should be addressed to the GSA FOIA Office, General Services Administration, Room 6001, Washington, DC 20405. Phone, 202-501-2262. Fax, 202-501-2727.

Privacy Act Requests Inquiries concerning policies pertaining to Privacy Act matters should be addressed to GSA Privacy Act Officer, Information Resources and Privacy Management Division (CIB), General Services Administration, Room 6224, Washington, DC 20405. Phone, 202-501-1452.

Property Disposal Inquiries about the redistribution or competitive sale of surplus real property should be directed to the Office of Real 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 or from GSA's Centralized Mailing List Service (phone, 817-334-5215). If a publication is not distributed by any of the stores, inquiries should be directed to the individual GSA services, staff offices, or regions. Addresses and phone numbers can be obtained from the Internet at www.gsa.gov.

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 standard time.

For a free copy of the *Federal Relay Service Brochure*, call 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.

INTER-AMERICAN FOUNDATION

901 North Stuart Street, Tenth Floor, Arlington, VA 22203
Phone, 703-306-4301. Internet, www.iaf.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, local, and community organizations that carry out self-help projects.

The Inter-American Foundation (IAF) was created in 1969 (22 U.S.C. 290f) as an experimental U.S. foreign assistance program. 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.

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 build support and mobilize local, national, and international resources for grassroots development.