

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 700, 10877 Wilshire Blvd., Los Angeles, CA 90024 Suite 570, 901 Market St., San Francisco, CA 94103	Jeffrey A. Klurfeld

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, 202-326-2502. 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, 202-326-3676. Internet, www.ftc.gov.

GENERAL SERVICES ADMINISTRATION

1800 F Street NW., Washington, DC 20405
Phone, 202-708-5082. Internet, www.gsa.gov.

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*Washington, DC 20406
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1800 F Street NW., Washington, DC 20405
Phone, 202-501-1100

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OFFICE OF GOVERNMENTWIDE POLICY

1800 F Street NW., Washington, DC 20405
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Director, Committee Management Secretariat	JAMES L. DEAN

Executive Director, Regulatory Information Service Center RONALD C. KELLY

[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)

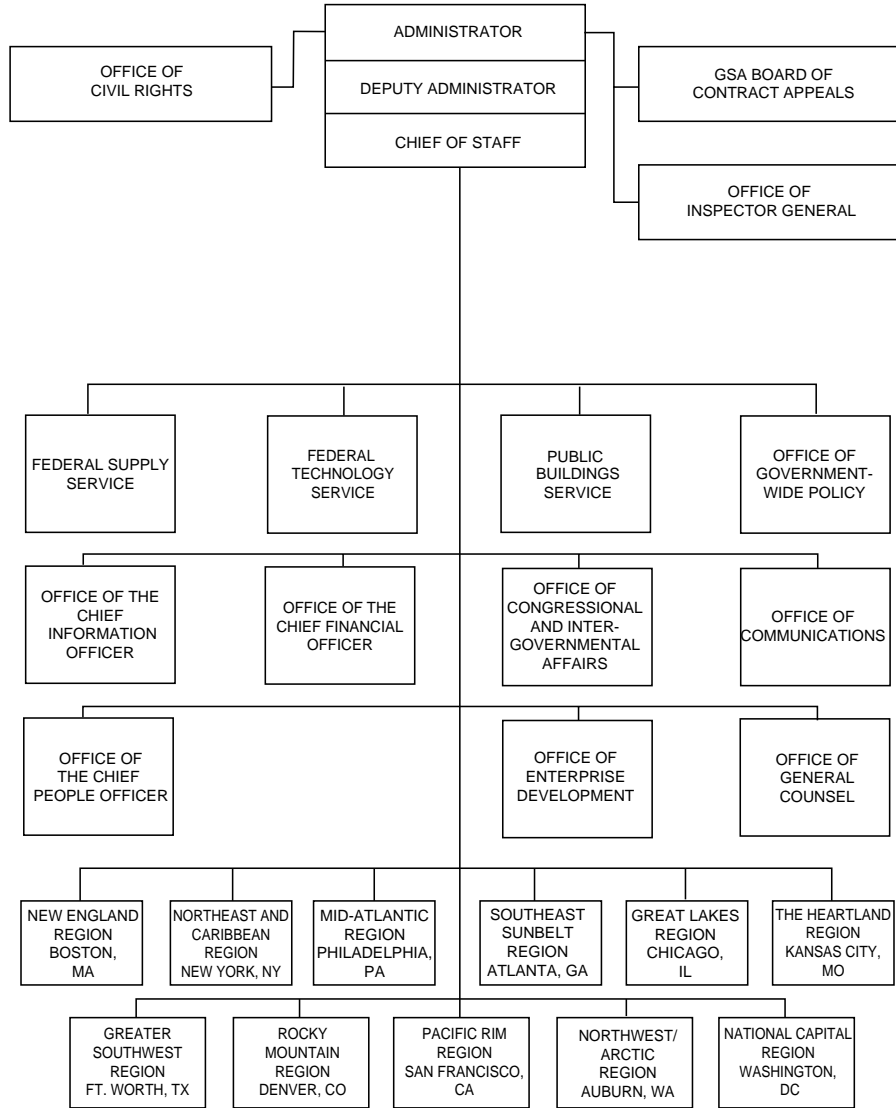
collaborates with the Federal community to develop policies and guidelines, provide education and training, and identify best practices in the areas served by GSA's business lines: real property and personal property; travel and transportation; acquisition; information technology (IT) and electronic Government, including the FirstGov Web site; regulatory information; and use of Federal advisory committees.

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, formally the Office of Electronic Commerce, provides guidance and support in using Internet-based services and delivering information to citizens, business partners, associates, agencies, and governments. It focuses on promoting citizen-centered services and emerging technologies, such as security, electronic signature, and smart cards. For further information, call 202-501-7092.

The Office of FirstGov operates the official Web portal to the U.S. Government, providing an information gateway for citizens, business, and governments, at the click of a button. The newly redesigned Web site offers immediate access to over 51 million pages of Federal and State government information, making government more accessible to all Americans. For further

GENERAL SERVICES ADMINISTRATION



information, go to www.firstgov.gov, or call 202-634-0000.

The Office of Information Technology provides management and guidance on information technology (IT) issues. It promotes interagency collaboration, professional IT development, and use of management policies. For further information, call 202-501-0202.

The Office of Intergovernmental Solutions builds a community of intergovernmental managers to provide seamless government information and services for State, local, and foreign governments. It serves as a worldwide expert and unique resource on IT issues and promotes citizen-centered government and effective use of information technology. For further information, call 202-501-0291.

The Office of Real Property provides leadership in the use and management of real property. It is responsible for the development, coordination, administration, and issuance of governmentwide management principles, guidelines, regulations, standards, criteria, and policies that relate to real property and asset management. Real property programs include real estate operation and management, acquisition, disposal, design, construction, space standards, delegations, safety and environmental issues, and workplace initiatives including telecommuting and cooperative administration support units, whereby agencies share in the cost and use of common administrative services. For further information, call 202-510-0856.

The Office of Transportation and Personal Property develops governmentwide policies for personal property utilization, donation, and sales, and participates in the development and evaluation of governmentwide issues, legislation, policies, and objectives related to travel, transportation, mail, personal property, aircraft, and the motor vehicle fleet management. 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. 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.

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. 290, 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	Rm. 808, 100 Penn Sq. E., 19107-3396	215-656-5525
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. 11A09, 819 Taylor St., 76102	817-978-3284
Rocky Mountain—Denver, CO	Rm. 145, Denver Federal Ctr., 80225-0006	303-236-7408
Pacific Rim—San Francisco, CA	Rm. 405, 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) supports Federal agencies worldwide by providing them with supplies and services each year. By taking advantage

of the Government's aggregate buying power, FSS achieves significant savings for both the customer and the taxpayer. Its programs are an important link in the Government's efforts to protect the environment and to give back to the community for the public benefit. FSS carries out its mission through the following four business lines:

—the supply and procurement business line operates a worldwide supply system to contract for and distribute personal property and services to Federal agencies. It offers convenience, quality, best value, and choice by making available a wide array of commercial products and services, from office equipment and supplies, paint, tools, IT equipment and software, and furniture, to financial, environmental, and administrative services.

—the vehicle acquisition and leasing services business line buys and leases new vehicles to provide Federal agencies with a modern fleet and timely replacement of vehicles, lower lease costs, professional maintenance management, and a selection of alternative-fuel vehicles. The GSA fleet is the largest alternative-fuel vehicle fleet in the Federal Government.

—the personal property business line helps to maximize the Government's investment in personal property as well as to serve the public benefit.

—the travel and transportation business line provides Federal agencies with travel services, including negotiated airline contracts and travel agency and travel charge card services; and transportation services, including shipping parcels, freight, and household goods, and overseeing 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.

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.

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 (100 Penn Sq. E., 19107-3396)	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)	Leighton Waters, <i>Acting</i>
Rocky Mountain	Denver, CO (Bldg. 41, Denver Federal Ctr., 80225-0006)	Larry Trujillo
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)	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 Business Service Centers listed in the preceding text. Inquiries concerning programs to assist small business should be directed to one of the Business Service Centers.

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 publications are available at moderate prices through the bookstores of the Government Printing Office. Others may be obtained free or at production cost from a Small Business Center. The telephone numbers and addresses of the Government Printing Office bookstores are listed in local telephone directories. 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 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 Consumer 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 Consumer Information Center, Pueblo, CO 81009. Phone, 888-PUEBLO (888-878-3256) (toll free). Internet, www.pueblo.gsa.gov. For information about Federal programs and services, call the Federal Consumer Information Center's toll free National Contact

Centers at 800-FED-INFO (800-333-4636) (toll free), 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 Telecommunications Service. Phone, 703-904-2848. TTY, 703-904-2440.

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 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 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

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