

**Sources of Information**

**Contracts and Procurement** Persons seeking to do business with the Federal Trade Commission should contact the Assistant Chief Financial Officer for Acquisitions, Federal Trade Commission, Washington, DC 20580. Phone, 202-326-2339. Fax, 202-326-3529. Internet, [www.ftc.gov](http://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](http://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](http://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](http://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](http://www.ftc.gov).

**GENERAL SERVICES ADMINISTRATION**

1800 F Street NW., Washington, DC 20405  
Phone, 202-708-5082. Internet, [www.gsa.gov](http://www.gsa.gov).

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**FEDERAL ACQUISITION SERVICE**

2200 Crystal Drive, Room 1100, Arlington, VA 22202  
 Phone, 703-605-5400. Fax, 703-605-9955. Internet, [www.gsa.gov/fsa](http://www.gsa.gov/fsa).

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**PUBLIC BUILDINGS SERVICE**

1800 F Street NW., Washington, DC 20405  
 Phone, 202-501-1100. Fax, 202-219-2310. Internet, [www.gsa.gov/pbs](http://www.gsa.gov/pbs).

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**OFFICE OF GOVERNMENTWIDE POLICY**

1800 F Street NW., Washington, DC 20405  
 Phone, 202-501-8880. Internet, [www.gsa.gov/ogp](http://www.gsa.gov/ogp).

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Director, Regulatory Information Service Center	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 for contract disputes and other contract-related matters. Although the Board is located within the agency, it functions as an independent tribunal.

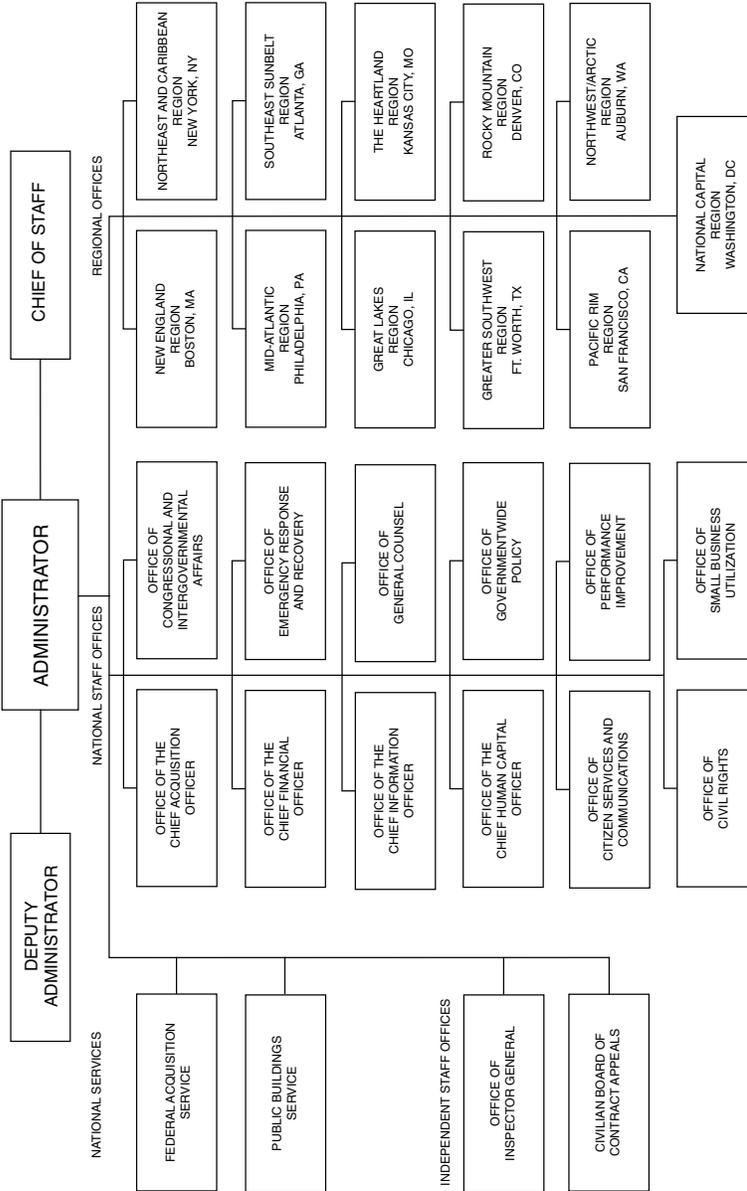
**For further information, contact the Civilian Board of Contract Appeals, General Services Administration, Washington, DC 20405. Phone, 202-606-8800.**

**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

**GENERAL SERVICES ADMINISTRATION**



for the responsible management of the Federal Government's real property assets and 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 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](http://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 access information and services

from the Government on the Web, in print, over the telephone, or by email. The work of OCSC is divided into two components: the Office of Citizen Services, which serves as the focal point for information and services distributed by the Federal Government, and the Office of Communications and Marketing, which conveys information about GSA services to Federal employees, agency customers and stakeholders, the news media, and the American public in general.

The Federal Citizen Information Center (FCIC) is a major component of OCSC's citizen services. The FCIC serves citizens, businesses, and other Government agencies by providing information and services via [USA.gov](http://USA.gov), 1-800-333-4636, and print publications available through Pueblo, Colorado. It also develops and implements innovative technologies to improve the delivery of Government information and services to citizens. The FCIC manages:

- National Contact Center;
- Consumer Information Catalog;
- Consumer Action Handbook; and
- the following Government

information Web sites: [USA.gov](http://USA.gov), [Kids.gov](http://Kids.gov), [Pueblo.gsa.gov](http://Pueblo.gsa.gov), [ConsumerAction.gov](http://ConsumerAction.gov), [GobiernoUSA.gov](http://GobiernoUSA.gov), and [Consumidor.gov](http://Consumidor.gov).

Citizen Services also collaborates with Federal, State, local, and foreign governments and intergovernmental organizations to promote more effective use of information technology and EGov solutions.

The communications and market component of OCSC plans, administers, and coordinates GSA media relations, as well as internal and external communications efforts. It also assists with GSA-wide strategic marketing activities, event 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. 18-110, 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. 240, 1 Denver Federal Ctr., 80225	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 offers numerous ways for customers to acquire products, services, and solutions. Key acquisition programs include multiple award 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 through online Web sites such as *GSA Advantage!*, eBuy,

Schedules eLibrary, GSA Auctions, Transportation Management Services Solutions, and 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) serves as the landlord for the civilian Federal Government, providing workplaces for Federal agencies while maintaining cost-effectiveness and responsibility for 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 repairs, alters, and renovates existing facilities and disposes of surplus Government properties. PBS is a leader in energy conservation, green building, and recycling. It also preserves and maintains more than 400 historic properties, conserves a substantial inventory of artwork, and commissions talented American artists to create original work for new Federal buildings.

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)	Glenn C. Rotondo, <i>Acting</i>
Northeast and Caribbean	New York, NY (26 Federal Plz., 10278)	Steve Ruggerio, <i>Acting</i>
Mid-Atlantic	Philadelphia, PA (20 N. 8th St., 19107-3191)	Linda C. Chero, <i>Acting</i>
Southeast Sunbelt	Atlanta, GA (Suite 600, 77 Forsyth St., 30303)	Jimmy H. Bridgeman, <i>Acting</i>
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 Armeay
Rocky Mountain	Denver, CO (Bldg. 41, Denver Federal Ctr., 80225-0006)	Timothy Horne, <i>Acting</i>
Pacific Rim	San Francisco, CA (5th Fl., 450 Golden Gate Ave., 94102)	Jeffrey E. Neely, <i>Acting</i>
Northwest/Arctic	Auburn, WA (GSA Ctr., 400 15th St. SW., 98002)	Robin G. Graf, <i>Acting</i>
National Capital	Washington, DC (301 7th St. SW., 20407)	Sharon J. Banks, <i>Acting</i>

**Sources of Information**

**Contracts** Individuals seeking to do business with the General Services Administration may obtain information through the Internet at [www.gsa.gov](http://www.gsa.gov).

**Electronic Access** Information about GSA is available electronically through the Internet at [www.gsa.gov](http://www.gsa.gov).

**Employment** Job announcements and applications for employment with GSA are located on the GSA Web site at [www.gsa.gov](http://www.gsa.gov). For inquiries regarding employment with GSA, contact the Office of Human Resources Services. Email, [GSAjobs@gsa.gov](mailto: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 from the Government Printing Office bookstore at <http://bookstore.gpo.gov>. Orders and questions about publications and paid subscriptions should be directed to the Superintendent of Documents, Government Printing Office, Washington, DC 20401. Some subscriptions may be obtained free of charge or at cost from a Small Business Center or GSA's Centralized Mailing List Service (phone, 817-334-5215). If a publication is not available through any of these sources, contact a specific GSA staff office, regional office, or service. Addresses and phone numbers may be found at [www.gsa.gov](http://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](http://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