

Commission are available through the Consumer Response Center, Federal Trade Commission, Washington, DC 20580. Phone, 202-382-4357 (FTC-HELP). TTY, 202-326-2502. Internet, <http://www.ftc.gov/>.

For further information, contact the Office of Public Affairs, Federal Trade Commission, Pennsylvania Avenue at Sixth Street NW., Washington, DC 20580. Phone, 202-326-2180. Fax, 202-326-3676. Internet, <http://www.ftc.gov/>.

GENERAL SERVICES ADMINISTRATION

General Services Building, Eighteenth and F Streets NW., Washington, DC 20405
 Phone, 202-708-5082. Internet, <http://www.gsa.gov/>.

Administrator of General Services	DAVID J. BARRAM
Special Assistant to the Administrator	JACKIE ROBINSON
Deputy Administrator	THURMAN M. DAVIS, SR.
Chief of Staff	MARTHA N. JOHNSON
Deputy Chief of Staff	ERIC M. DODDS
Directors of Smart Card Initiatives	MICKEY FEMINO, MICHAEL NOLL
Associate Administrator for Civil Rights	LARRY ROUSH, <i>Acting</i>
Associate Administrator for Enterprise Development	DIETRA L. FORD
Associate Administrator for Communications	BETH NEWBURGER
Associate Administrator for Congressional and Intergovernmental Affairs	WILLIAM R. RATCHFORD
Associate Administrator for Management and Workplace Programs	SUSAN CLAMPITT
Chief of Staff for Management and Workplace Programs	ELAINE P. DADE
Director of Human Resources	GAIL T. LOVELACE
Director of Management Services	JOSEPH R. RODRIGUEZ
Chief Information Officer	SHEREEN G. REMEZ
Deputy Chief Information Officer	DONALD P. HEFFERNAN, <i>Acting</i>
Assistant Chief Information Officer for Information Infrastructure and Support	DONALD P. HEFFERNAN
Assistant Chief Information Officer for Planning and Information Architecture	L. DIANE SAVOY, <i>Acting</i>
Director, Corporate Information Network	DIANE L. HERDT
Director, GSA Data Warehousing	JOHN J. LANDERS
Inspector General	WILLIAM R. BARTON
Deputy Inspector General	JOEL S. GALLAY
Executive Assistant to the Inspector General	GARRETT J. DAY
Assistant Inspector General for Administration	JAMES E. LE GETTE
Assistant Inspector General for Auditing	EUGENE L. WASZILY
Assistant Inspector General for Investigations	JAMES E. HENDERSON
Counsel to the Inspector General	KATHLEEN S. TIGHE
Director, Internal Evaluation Staff	ANDREW A. RUSSONIELLO
Chairman, GSA Board of Contract Appeals	STEPHEN M. DANIELS
Vice Chairman	ROBERT W. PARKER
Board Counsel	ANNE M. QUIGLEY
Clerk of the Board	BEATRICE JONES
Chief Financial Officer	THOMAS R. BLOOM

Director of Budget	WILLIAM B. EARLY, JR.
Director of Finance	RONALD H. RHODES, <i>Acting</i>
Director of Performance Management	CAROLE A. HUTCHINSON
Director of Financial Management Systems	WILLIAM J. TOPOLEWSKI
Controller	ELISABETH GUSTAFSON
General Counsel	(VACANCY)
Associate General Counsel for General Law	EUGENIA D. ELLISON, <i>Acting</i>
Associate General Counsel for Personal Property	GEORGE N. BARCLAY
Associate General Counsel for Real Property	SAMUEL J. MORRIS III

FEDERAL SUPPLY SERVICE

1941 Jefferson Davis Highway, Arlington, VA; Mailing address: Washington, DC 20406
Phone, 703-305-6667. Fax, 703-305-6577

Commissioner, Federal Supply Service	FRANK P. PUGLIESE, JR.
Deputy Commissioner	DONNA D. BENNETT
Chief of Staff	BARNEY BRASSEUX
Comptroller	JON JORDAN
Director of Transportation Audits	JEFFREY W. THURSTON
FSS Chief Information Officer	RAYMOND J. HANLEIN
Assistant Commissioner for Acquisition	WILLIAM N. GORMLEY
Assistant Commissioner for Business Management and Marketing	GARY FEIT
Assistant Commissioner for Contract Management	PATRICIA MEAD
Assistant Commissioner for Distribution Management	JOHN ROEHMER
Assistant Commissioner for Transportation and Property Management	ALLAN ZAIC
Assistant Commissioner for Vehicle Acquisition and Leasing Services	LESTER GRAY JR.

FEDERAL TECHNOLOGY SERVICE

Suite 210 North, 7799 Leesburg Pike, Falls Church, VA 22043
Phone, 703-285-1020

Commissioner for Federal Technology Service	DENNIS J. FISCHER
Deputy Commissioner	SANDRA N. BATES
Chief Financial Officer	ROBERT E. SUDA
Assistant Commissioner for Acquisition	C. ALLEN OLSON
Assistant Commissioner for Information Security	THOMAS R. BURKE
Assistant Commissioner for Information Technology Integration	CHARLES SELF
Assistant Commissioner for Regional Services	MARGARET BINNS
Assistant Commissioner for Service Delivery	FRANK E. LALLEY
Assistant Commissioner for Service Development	BRUCE BRIGNULL
Assistant Commissioner for Strategic Planning and Business Development	ABBY PIRNIE

PUBLIC BUILDINGS SERVICE

General Services Building, Eighteenth and F Streets NW., Washington, DC 20405
Phone, 202-501-1100

Commissioner, Public Buildings Service	ROBERT A. PECK
Deputy Commissioner	PAUL E. CHISTOLINI
Chief of Staff	ROBIN NEEDLEMAN
Chief Information Officer	WILLIAM PIATT
Assistant Commissioner for Business Performance	PAUL LYNCH
Assistant Commissioner for the Federal Protective Service	CLARENCE EDWARDS
Assistant Commissioner for Financial and Information Services	FREDERICK T. ALT
Assistant Commissioner for Portfolio Management	PAMELA WESSLING
Assistant Commissioner for Property Disposal	BRIAN K. POLLY
Assistant Commissioner for Strategic Innovations	DEBRA YAP, <i>Acting</i>
Director, PBS Centers of Expertise	JOSEPH GERBER

OFFICE OF GOVERNMENTWIDE POLICY

General Services Building, Eighteenth and F Streets NW., Washington, DC 20405
Phone, 202-501-8880

Associate Administrator for Governmentwide Policy	G. MARTIN WAGNER
Chief of Staff	JOHN G. SINDELAR
Executive Officer	STEPHANIE A. FONTENOT
Deputy Associate Administrator for Acquisition Policy	IDA M. USTAD
Deputy Associate Administrator for Electronic Commerce	(VACANCY)
Deputy Associate Administrator for Information Technology	JOAN C. STEYAERT
Deputy Associate Administrator for Intergovernmental Solutions	FRANCIS A. McDONOUGH
Deputy Associate Administrator for Real Property	DAVID L. BIBB
Deputy Associate Administrator for Transportation and Personal Property	REBECCA R. RHODES
Director, Committee Management Secretariat Staff	JAMES L. DEAN
Director, Information Systems Management Staff	JOSEPH B. MCKAY
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. Its functions are carried out at three levels of organization: the central office, regional offices, and field activities.

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).

Office of Smart Card Initiatives The Office of Smart Card Initiatives oversees the governmentwide implementation of smart cards. In conjunction with other GSA organizations, the Office coordinates GSA's role in smart card deployment, develops interoperability and standardization criteria for multiapplication smart cards, and assists all Federal agencies in developing and piloting card applications. The Office also provides expertise and assistance to other Federal agencies in developing smart card programs; establishes a governmentwide framework for managing multiple financial card services and applications; develops and fosters development of various smart card applications such as common access ID's and pilot applications for other agencies; and works with the private sector and other agencies to develop guidance and framework for implementation of interoperable governmentwide smart card programs.

For further information, contact the General Service Administration, Office of Smart Card Initiatives. Phone, 202-501-1619.

Office of Governmentwide Policy The Office of Governmentwide Policy (OGP) collaborates with the Federal community and others 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 commerce; regulatory information; and use of Federal advisory committees.

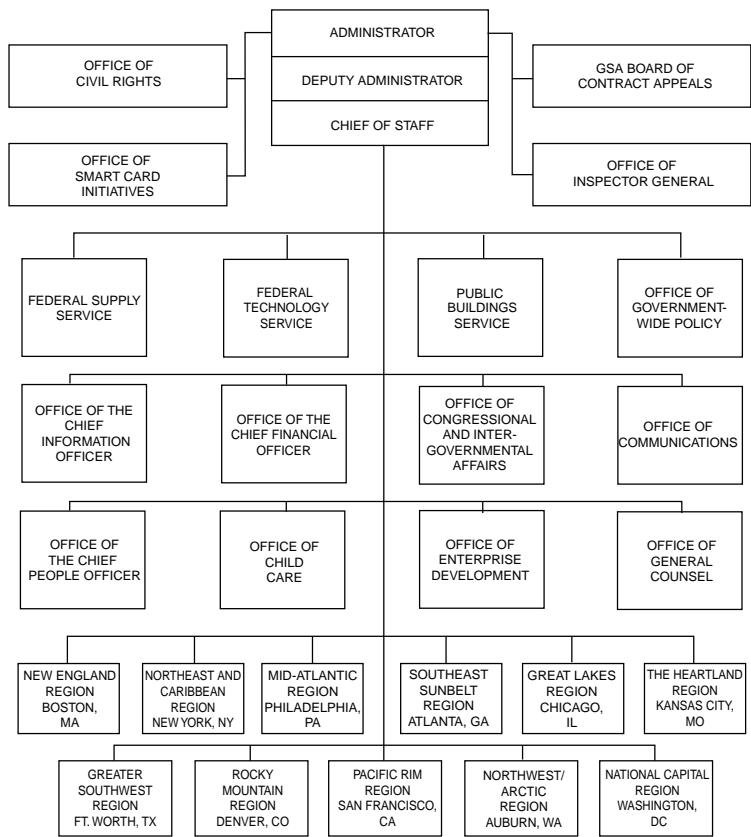
The Office of Acquisition Policy provides resources to support the Federal acquisition system through which the Government obligates more than \$200 billion a year. The Office's

responsibilities include researching, developing, and publishing policy guidance, providing career development services for the Federal acquisition work force, and reporting on more than 20 million contract actions annually. The Office also provides policy, planning, and evaluation activities of GSA's internal acquisition program and management of the Internet-based storehouse of acquisition information, Acquisition Reform Network (ARNet). For further information, call 202-501-1043. For electronic access, contact <http://www.arnet.gov/>.

Electronic commerce is the comprehensive end-to-end electronic exchange of information needed to do business. The Office of Electronic Commerce develops electronic commerce policies for the Federal Government. This includes comanaging, with the Department of Defense, an electronic commerce program office which monitors and provides support for interagency efforts for electronic commerce across the Government; provides support for the Electronic Process Initiative Committee objectives and task force; and works with other agencies and with the private sector to develop and promote the use of standardized card technologies in order to advance a more streamlined electronic Government. A major effort is to support the national Electronic Benefits Transfer (EBT) program. This program involves working with the States and with other Federal agencies to expand and enhance current EBT systems to include additional programs with more complex requirements. For further information, call, 202-501-1667.

The Office of Information Technology provides executive and interagency information technology (IT) support, including critical policy-level support to the Chief Information Officer Council, in acquisition pilot projects, training, planning, outreach, and resolution of year 2000 computer programming

GENERAL SERVICES ADMINISTRATION



problems. The Office also supports the Government Information Technology Services Board (GITSB) and provides IT tools to support agencies' missions. For further information, call 202-501-0202.

The Office of Intergovernmental Solutions serves as a worldwide expert and unique resource on intergovernmental IT issues. The Office uses its expertise to help resolve common IT challenges that cross all levels of Government. As governments spend valuable investment dollars on IT initiatives, the Office uses its unique position and expertise to provide insights based upon existing initiatives of the same nature elsewhere. It works in close collaboration with State, local, and foreign governments and international organizations to promote more effective use of information technology. For more 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 (CASU), whereby agencies share in the cost and use of common administrative services. The Office explores governmentwide solutions to real property issues through the agency's role as the only Federal agency authorized to provide both real property guidance and standards to other agencies, as well as space and services to other Federal agencies. 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. The spring edition of the Agenda provides the public with a unique, comprehensive source of information about regulatory actions that Federal agencies are considering or planning. The fall edition includes *The Regulatory Plan* which discusses agencies' regulatory priorities and provides more detailed descriptions of significant rulemaking actions. Copies of both publications since 1995 are available through the Office of Governmentwide Policy's website. For further information, call 202-482-7345.

The Committee Management Secretariat plans, develops, evaluates, and directs a governmentwide program for maximizing the value-added role of public participation in Federal decisionmaking through Federal Advisory Committees. For further information, call 202-273-3565.

For further information, contact the Office of Governmentwide Policy. Phone, 202-501-8880. Internet, <http://policyworks.gov/>.

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*, and is available through the Federal Assistance Programs Retrieval System, a nationally accessible computer system.

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

Office of Enterprise Development The Office of Enterprise Development (OED) focuses on programs, policy, and outreach to assist the small business

community nationwide in doing business with GSA. By accessing the Office's homepage, small businesses can obtain information on GSA's current and proposed solicitations, on OED's national and regional contacts where

small business counseling services are available, and on upcoming GSA outreach workshops and conferences.

For further information, call 202-501-1021. Internet, <http://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	Rm. 2832, 401 W. Peachtree St. NW., 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

Contract Appeals The General Services Administration Board of Contract Appeals is responsible for resolving disputes arising out of contracts with the General Services Administration, the Department of the Treasury, the Department of Education, the Department of Commerce, 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 (G), General Services Administration, Washington, DC 20405. Phone, 202-501-0585.

Civil Rights The Office of Civil Rights is responsible for the agency's civil rights program and nondiscrimination in Federal financial assistance compliance and federally conducted programs.

For further information, call 202-501-0767.

Federal Technology Service

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

The network services business line enables the FTS to provide its customers with end-to-end telecommunications services. Also included in this business line are several information technology (IT) applications approved by the Interagency Management Council which ensure that state-of-the-art technologies are deployed throughout the Government in a timely and cost-effective manner.

—The FTS2001 contracts provide world-class, worldwide long-distance telecommunications service that offers the Federal Government low-cost, state-of-the-art voice, data, and video telecommunications. The FTS2001 contracts also provide Internet and Intranet services and introduce online electronic ordering, billing, and network management to Federal agencies. The FTS2001 contracts were awarded to Sprint and MCI in December of 1998

and January of 1999 as separate 4-year contracts with four 1-year option periods. The FTS2001 contracts may be readily updated to address emerging telecommunications needs such as in the cellular and satellite areas. A group of technical management service contracts have also been awarded to support agencies in their use of FTS2001. The FTS2001 contracts replace FTS2000 services, two very successful 10-year domestic long-distance contracts with Sprint and AT&T which have saved the Federal Government billions of dollars in long-distance costs. The FTS2000 have been extended through the end of 1999 and possibly into 2000 to provide an orderly transition of 1.7 million Federal agency customers to the new contracts. FTS2001 moves the Federal Government from a mandatory-use long-distance environment to an environment of choice. Agencies are now free to choose to use the FTS2001 vendor which best meets their needs or to allocate their service between vendors. Agencies are also now free to pursue another telecommunications vendor if neither FTS2001 contract is their best choice. This freedom of choice will encourage FTS2001 services to remain up-to-date and cost effective and to continue to meet user needs.

—Local telecommunications service provides local voice and data telecommunications to Federal agencies nationwide. In the wake of reforms effected by the Telecommunications Act of 1996, FTS is pursuing lower prices for service in the major markets through its metropolitan area acquisition program. The program utilizes competition to achieve substantial price reductions for local telecommunications services in metropolitan areas.

The IT solutions business line helps agencies acquire, manage, integrate, and use information technology (IT) resources and protect the security of Federal information. The core business of the IT solutions business line is the reselling of private sector solutions that are obtained through the award and administration of contracts with the private sector. The underlying business goal of IT solutions is to provide the same products or

services or solutions with the same level of service at the same price to all clients, regardless of their geographic location. To achieve this goal, IT solutions has implemented a concept of operations based on distinct service-delivery and solutions-development centers of expertise.

—Client Support Centers (CSC's) provide direct client interface and support, issue and manage task orders against contracts, and deliver (resell) solutions to clients. IT solutions consists of 2 national and 11 regional CSC's. The two national CSC's are the Federal Systems Integration and Management Center (FEDSIM) and the Office of Information Security (OIS). Both centers provide services on a fee-for-service basis and support Federal clients throughout the world. FEDSIM helps agencies acquire and use information systems and technology. Primary services include acquisition management and support, large-scale systems integration, office systems support, software management, and data center management. OIS provides worldwide information systems and infrastructure security services to Federal agencies conducting national security and sensitive operations. OIS services range from supporting U.S. intelligence missions worldwide to working with government and industry to develop a secure government infrastructure. The 11 regional CSC's operate under the auspices of the IT Solutions Regional Services Center and provide IT products and services to Federal clients located within their region.

—Solutions Development Centers (SDC's) award and administer IT contracts for CSC's and other Federal agencies. IT solutions operates four SDC's that develop, award, and administer innovative contracting solutions to address Federal agency requirements for IT products and services. Contracts (solutions) are available for use by all CSC's. The four current SDC's are the Federal Computer Acquisition Center (FEDCAC), the Pacific Rim region, a partnership of the Southeast Sunbelt and the Greater Southwest regions, and the Federal

Acquisition Services for Technology (FAST) program. FEDCAC develops contractual vehicles with very high dollar values (over \$100 million) both for CSC's within IT solutions and for other Federal agencies conducting major IT procurements. Examples include the seat management contract developed for IT solutions, the FBI fingerprint identification system, and the Forest Service automation system. The Pacific Rim region develops and administers contracts for use by all CSC's, including the recently awarded ANSWER contract. The Southeast Sunbelt and Greater Southwest regions partnership develops and administers contracts for use by all CSC's. FAST develops, administers, and consolidates contracts for the acquisition of commercial, off-the-shelf IT products and commodities, and for the acquisition of noncomplex integration services.

Federal Information Center Program A clearinghouse for information about the Federal Government, the program can eliminate the maze of referrals that people have experienced in contacting the Federal Government. Persons with questions about a Government program, service, or agency, and who are unsure of which agency to contact, should contact the Center. A specialist will either answer the question or locate an expert who can.

The Center's telephones are answered by information specialists between 9 a.m. and 8 p.m., eastern time, Monday through Friday, except Federal holidays. The Center's information recordings that discuss frequently asked questions are available 24 hours a day.

For further information, contact the Federal Information Center toll-free. Phone, 800-688-9889. TDD, 800-326-2996.

Federal Relay Service (FRS) The Federal Relay Service 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. FRS is a communication system that enables Federal employees to conduct official duties, and the general public to conduct business with the Federal Government

and its agencies, and it acts as an intermediary for telecommunications between hearing individuals and individuals who are deaf, hard of hearing, and/or have speech disabilities. FRS is accessible domestically (50 States as well as Puerto Rico, the Virgin Islands, and the District of Columbia) and nondomestically (280 countries) world-wide.

FRS broadens employment and advancement opportunities for individuals who are deaf, hard of hearing, or have speech disabilities by providing them a communication vehicle to efficiently accomplish various tasks as needed. There are no restrictions on the length or number of calls placed.

For a free copy of the *U.S. Government TTY Directory*, call 888-878-3256, or contact the Consumer Information Center, Department TTY, Pueblo, CO 81009. The directory is also available electronically through the Internet, at <http://www.gsa.gov/frs/>.

For a free copy of the *Federal Relay Service Brochure*, contact the GSA Federal Telecommunications Service at 703-904-2848. TTY users call 703-904-2440. To reach the Federal Relay Service, call 800-877-8339 (TTY-ASCII-voice-Spanish). Information is available online through the Automated Federal TTY Directory at 800-877-8845, TTY only.

For further information, contact the General Services Administration Federal Technology Service. Phone, 703-904-2848. TTY, 800-877-8339.

Federal Supply Service

The Federal Supply Service (FSS) supports Federal agencies worldwide by providing them with billions of dollars worth of 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 actively seeks participation by small businesses and serves as a distributor for supplies and services produced under the Javits-

Wagner-O'Day Program and by the Federal Prison Industries. FSS carries out its mission through 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 contracts for services such as purchase cards, auditing and financial management, and airline travel. The supply system includes products and services aimed at minimizing waste, conserving natural resources, and preventing or reducing pollution, such as recycled and recycled-content products, energy efficient office equipment and appliances, safer paints and cleaning products, and hazardous waste recovery and disposal systems. Customer orders are filed through the business line's distribution system or by direct delivery from contractors.

—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 an economical source for leased vehicles and related services. Full-service leases, which include acquisition, maintenance, fuel, replacement, and disposal, are offered for several classes of vehicles. The GSA commitment to environmental programs is evidenced in this business line through the purchase and lease of vehicles powered by alternative fuels such as methanol, ethanol, compressed natural gas, liquid petroleum gas, and electricity. 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 utilization program promotes the continued use of personal property

already owned by the Government by making excess property generated by one agency available for transfer to another. If no Federal need exists for the property, the donation program makes it available to State and local governments and private nonprofit organizations and institutions, such as educational and health activities and programs for the elderly and the homeless. Unneeded Federal property that is not donated is offered for sale to the public.

—The travel and transportation business line provides Federal agencies with easy access to commercial sources that can arrange employee travel or ship parcels, freight, and household goods. Through its travel management centers, agencies can shift the administrative burden of arranging travel from in-house staff to commercial travel agents at no cost to the Government. Through negotiated agreements with carriers, the business line offers economical and efficient services for transporting the Government's small packages, freight, and household goods of relocating employees at rates well below those of commercial competitors. The business line also manages a transportation audits program to protect the Government's economic interests in complex transportation matters. This program utilizes the services of commercial audit firms to prevent or detect overcharges by carriers in moving the Government's people and things

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

Public Buildings Service

The Public Buildings Service (PBS) provides work environments for over one million Federal employees nationwide. Since 1949, PBS has served as a builder, developer, lessor, and manager of federally owned and leased properties, currently totaling more than 280 million square feet in the 50 States, the District of Columbia, Puerto Rico, and the Virgin Islands. PBS 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. Phone, 202-501-1100.

Office of Portfolio Management The Office of Portfolio Management has broad responsibility for the management of GSA's portfolio of Government-owned and leased buildings. Its mission is to enhance the value and performance of the portfolio in four areas: maximizing return on investment; promoting effective building utilization and operation; supporting Federal social and economic programs; and serving GSA customers. Its principal activities include strategic and business planning, capital investment and divestment decisionmaking, and analysis of portfolio and asset performance.

For further information, contact the Office of Portfolio Management. Phone, 202-501-0638.

Office of Financial and Information Systems The Office of Financial and Information Systems is responsible for PBS' financial management and information technology systems. The Office's chief responsibility is to ensure the financial viability of PBS and the Federal Buildings Fund. The Office's information systems responsibilities include providing customer service, system develop, oversight of the nationwide information technology platform, and project management. The Office provides integration for major information technology projects to ensure data integrity, quality, and a standard environment.

For further information, contact the Office of Financial and Information Systems. Phone, 202-501-0658.

Office of Federal Protective Service The Office of Federal Protective Service (FPS) enforces security rules and regulations governing public buildings, maintains law and order, and protects life and property in GSA-controlled buildings. FPS offers a range of security services to protect employees and visitors in GSA-controlled buildings. The Office develops and administers guidelines and standards for uniformed force operations,

investigates criminal offenses, and oversees communications and alarm systems. The Federal Protective Service coordinates with appropriate Federal, State, and local government officials for security and law enforcement requirements. Through Executive Order 12977, FPS plays a critical role in providing security for all Federal facilities through its leadership of the Federal Interagency Security Committee.

For further information, contact the Office of Federal Protective Service. Phone, 202-501-0907.

Office of Business Performance The Office of Business Performance develops and implements the nationwide PBS performance standards for the management of real property programs. Business Performance provides performance measures, technical expertise and guidance, and program advocacy for a range of real property programs, including building operations, capital improvement, realty services, building environmental management, fire and occupational safety, historic preservation, accessibility, and recycling. Business Performance serves PBS regional offices by disseminating best practices, coordinating management initiatives such as reengineering and activity based costing, and acting as a data/information clearinghouse. The Office also works to improve PBS performance by coordinating benchmarking among regions, other Government agencies, and industry.

For further information, contact the Office of Business Performance. Phone, 202-501-0971.

Office of Strategic Innovations The Office of Strategic Innovations is responsible for nurturing and facilitating the development of innovative products, practices, and strategies that improve PBS' performance, services, and competitive edge. Responsibilities include innovating and evaluating emerging issues affecting PBS through teams or working groups; developing ideas until they are well-framed; working with other parts of PBS to coordinate and shepherd initiatives in alliance with their eventual "owners," either within the National Office, a Center of

Expertise, or in the regions; and bringing together resources to review, evaluate, and pursue concepts and ideas.

For further information, contact the Office of Strategic Innovations. Phone, 202-501-0376.

Office of Property Disposal Property Disposal manages the use and disposal of surplus real property governmentwide. Surplus properties are redistributed to other Federal agencies, State and local governments, and eligible nonprofit institutions for various public purposes, or are sold competitively to the general public. As a central broker, PBS is a one-stop agency for property disposal, with an expansive network of market contacts in the private and public sectors. Property Disposal provides assistance and advice on complex disposal issues to Congress, military departments, other Federal agencies, State and local governments, and the private sector. The majority of this work is performed on a reimbursable basis.

For further information, contact the Office of Property Disposal. Phone, 202-501-0210.

Office of External Affairs The Office of External Affairs focuses on customer relations, strategic marketing, industry outreach, and communications. External Affairs is responsible for pursuing an active strategy of external communications focused on customer agencies, Congress, the Office of Management and Budget, industry, and the public. External Affairs' National

Account Executive Program is a special effort to partner with key customers to raise their awareness of current and future services offered by PBS.

For further information, contact the Office of External Affairs. Phone, 202-501-0018.

Centers of Expertise PBS Centers of Expertise are located at both the National Office and in regional offices across the country to deliver state-of-the-art information and hands-on operating assistance quickly and efficiently for a particular project or situation. Centers of Expertise are groups of recognized leaders in a particular area who keep abreast of state-of-the-art techniques, propose new solutions to problems, and provide technical assistance and guidance to PBS regional activities. The missions of the 12 Centers reflect the diversity in PBS operations and include Design Programs, Historic Buildings and Arts, Presidential Libraries, Retail Tenant Services, Energy and Public Utilities, Courthouse Management, Complex Leases, Child Care, Site Selection and Acquisition, Project Management, Border Stations, and Property Disposal.

For further information about the Centers, call 202-501-0887.

Regional Offices Regional offices are located in 11 U.S. cities. Within its area of jurisdiction, each regional office is responsible for executing assigned programs.

Regional Offices—General Services Administration

Region	Address	Administrator
New England	Boston, MA (10 Causeway St., 02222)	Robert J. Dunfey, Jr.
Northeast and Caribbean	New York, NY (26 Federal Plz., 10278)	Robert Martin, <i>Acting</i>
Mid-Atlantic	Philadelphia, PA (100 Penn Sq. E., 19107-3396)	Rafael Borras
Southeast Sunbelt	Atlanta, GA (Suite 2800, 401 W. Peachtree St. NW., 30365)	Carol A. Dortch
Great Lakes	Chicago, IL (230 S. Dearborn St., 60604)	William C. Burke
The Heartland	Kansas City, MO (1500 E. Bannister Rd., 64131)	Glen W. Overton
Greater Southwest	Fort Worth, TX (819 Taylor St., 76102)	John Pouland
Rocky Mountain	Denver, CO (Denver Federal Ctr., 80225-0006)	Polly B. Baca
Pacific Rim	San Francisco, CA (5th Fl., 450 Golden Gate Ave., 94102)	Kenn N. Kojima
Northwest/Arctic	Auburn, WA (GSA Ctr., 98002)	L. Jay Pearson
National Capital	Washington, DC (7th and D Sts. SW., 20407)	Nelson B. Alcalde

Sources of Information

Consumer Information Center (CIC)
Organized under the Office of Communications, CIC assists Federal

agencies in the release of relevant and useful consumer information and generates increased public awareness of this information. CIC publishes quarterly the *Consumer Information Catalog*,

which is free to the public and lists more than 200 free or low-cost Federal consumer interest publications. Topics include health, food, nutrition, money management, employment, Federal benefits, the environment, and education. The *Catalog* is widely distributed through congressional offices, Federal facilities, educators, State and local governmental consumer offices, and private nonprofit organizations. For a free copy of the *Catalog*, write to the Consumer Information Center, Pueblo, CO 81009. Phone, 888-8-PUEBLO (toll-free). Bulk copies are free to nonprofit organizations. Information regarding the Consumer Information Center is also available electronically through the Internet, at <http://www.pueblo.gsa.gov/>.

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 <http://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. Schools interested in the recruitment program should contact the Human Resources Division (CPS), Office of Human Resources Policy and Operations, Washington, DC 20405 (phone, 202-501-0370), and/or the appropriate regional office listed above.

Fraud and Waste Contact the Inspector General's Office at 800-424-5210 (toll-free) or 202-501-1780 (in the Washington, DC, metropolitan area).

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 General Services Administration (CAI), Attn: GSA FOIA or Privacy Act Officer, Room 7100, Washington, DC 20405. Phone, 202-

501-2262 or 501-3415. Fax, 202-208-5298. FOIA or Privacy Act requests concerning GSA regions should be directed to the FOIA or Privacy Act officers for the particular region (see regional office listing in the preceding text).

Public and News Media Inquiries The Office of Communications is responsible for the coordination of responses to inquiries from both the general public and news media, as well as for maintaining an information network with agency employees with regard to items of interest to the Federal worker. The Office issues news releases and is responsible for publishing the *GSA Update*, a daily bulletin of noteworthy items designed to keep agency employees apprised of pertinent issues.

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 or the Federal Information Center. (See pages 571 and 573, respectively.) The telephone numbers and addresses of the Federal Information Centers and of the Government Printing Office bookstores are listed in local telephone directories. If a publication is not distributed by any of the centers or 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, 7799 Leesburg Pike, Falls Church, VA 22043

Those who would like a list of publications or who are not certain of the service or office of origin should write to the Director of Publications (XD), General Services Administration, Washington, DC 20405. Phone, 202-501-1235.

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, <http://www.gsa.gov/>.

INTER-AMERICAN FOUNDATION

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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, the Foundation extracts lessons learned and best practices to share with other donors

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