

that protect the public and preserve as much as possible the discipline of competitive markets. The competition

and consumer advocacy program relies on persuasion rather than coercion.

Regional Offices—Federal Trade Commission

| Region | Address | Director |
|---|---|---------------------|
| Atlanta, GA—Alabama, Florida, Georgia, Mississippi, North Carolina, South Carolina, Tennessee, Virginia | Rm. 1000, 1718 Peachtree St. NW., 30367 | Anthony E. DiResta |
| Boston, MA—Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont | Suite 810, 101 Merrimac St., 02114-4719 | Phoebe D. Morse |
| Chicago, IL—Illinois, Indiana, Iowa, Kentucky, Minnesota, Missouri, Wisconsin | Suite 1860, 55 E. Monroe St., 60603 | C. Steven Baker |
| Cleveland, OH—Delaware, District of Columbia, Maryland, Michigan, Ohio, Pennsylvania, West Virginia | Suite 520-A, 668 Euclid Ave., 44114 | Phillip L. Broyles |
| Dallas, TX—Arkansas, Louisiana, New Mexico, Oklahoma, Texas | Suite 500, 100 N. Central Expressway, 75201 | Thomas B. Carter |
| Denver, CO—Colorado, Kansas, Montana, Nebraska, North Dakota, South Dakota, Utah, Wyoming | Suite 1523, 1961 Stout St., 80294-0101 | Claude C. Wild III |
| Los Angeles, CA—Arizona, southern California | Suite 13209, 11000 Wilshire Blvd., 90024 | Ann I. Jones |
| New York—New Jersey, New York | Suite 1300, 150 William St., 10038 | Michael J. Bloom |
| San Francisco, CA—Northern California, Hawaii, Nevada | Suite 570, 901 Market St., 94103 | Jeffrey A. Klurfeld |
| Seattle, WA—Alaska, Idaho, Oregon, Washington | 2806 Federal Bldg., 915 2d Ave., 98174 | Charles A. Harwood |

Sources of Information

Contracts and Procurement Persons seeking to do business with the Federal Trade Commission should contact the Division of Procurement and General Services, Federal Trade Commission, Washington, DC 20580. Phone, 202-326-2275.

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 Personnel, Federal Trade

Commission, Washington, DC 20580. Phone, 202-326-2022.

General Inquiries Persons desiring information on consumer protection, restraint of trade questions, or to register a complaint, should contact the Federal Trade Commission or the nearest regional office.

Publications A copy of the *Federal Trade Commission—“Best Sellers,”* which lists publications of interest to the general public, is available free upon request from the Public Reference Section, Federal Trade Commission, Washington, DC 20580. Phone, 202-326-2222. TTY, 202-326-2502.

Over 140 of the Commission's consumer publications are also available online. Internet, gopher://consumer.ftc.gov:2416/.

For further information, contact the Director, Office of Public Affairs, Federal Trade Commission, Pennsylvania Avenue at Sixth Street NW., Washington, DC 20580. Phone, 202-326-2180.

GENERAL SERVICES ADMINISTRATION

General Services Building, Eighteenth and F Streets NW., Washington, DC 20405
Phone, 202-708-5082

Administrator of General Services

DAVID J. BARRAM, *Acting*

| | |
|---|---------------------------------|
| Deputy Administrator | THURMAN M. DAVIS, <i>Acting</i> |
| Chief of Staff | BARBARA O. SILBY |
| Special Counsel, Office of Ethics | ALLIE B. LATIMER |
| Associate Administrator for Equal Employment Opportunity | YVONNE T. JONES |
| Associate Administrator for Enterprise Development | ROBERT L. NEAL, JR. |
| Associate Administrator for Management Services and Human Resources | MARTHA N. JOHNSON |
| Deputy Associate Administrator | JACK J. LANDERS |
| Director of Personnel | GAIL P. LOVELACE |
| Director of Management Controls and Evaluation | JOHN H. DAVENJAY |
| Director of Management Services | GREGORY L. KNOTT |
| Director of Quality Management and Training | JON R. HALSALL |
| Controller | JON A. JORDAN |
| Director of the Executive Secretariat | ERIC DODDS |
| Commissioner for Federal Telecommunications Service | ROBERT J. WOODS |
| Deputy Commissioner | JOHN OKAY |
| Assistant Commissioner for Acquisition | C. ALLEN OLSON |
| Assistant Commissioner for Customer Service | JOHN OKAY, <i>Acting</i> |
| Assistant Commissioner for Network Applications | ROBERT L. PIASECKI |
| Assistant Commissioner for Regional Services | MARGARET BINNS |
| Assistant Commissioner for Service Development | BRUCE BRIGNULL |
| Assistant Commissioner for Service Delivery | SANDRA BATES |
| Assistant Commissioner for Strategic and Program Planning | CLAUDIA BENNETT |
| Controller | LINDA F. VANDENBERG |
| Assistant Chief Information Officer | DONALD P. HEFFERNAN |
| Deputy Chief Information Officer | DONALD L. VENNEBERG |
| Chief Information Officer | JOE M. THOMPSON |
| Director, Business Industry Outreach | JOEL ODUM |
| Director, Investment Analysis Staff | STEPHEN W. BERG, <i>Acting</i> |
| Director, Office of Planning and Information Architecture | JOHN C. THOMAS |
| Inspector General | WILLIAM R. BARTON |
| Deputy Inspector General | JOEL S. GALLAY |
| Assistant Inspector General for Auditing | WILLIAM E. WHYTE, JR. |
| Assistant Inspector General for Investigations | JAMES E. HENDERSON |
| Assistant Inspector General for Quality Management | LAWRENCE J. DEMPSEY |
| Assistant Inspector General for Administration | JAMES E. LE GETTE |
| Counsel to the Inspector General | KATHLEEN S. TIGHE |
| Director, Internal Evaluation Program | 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 | DENNIS J. FISCHER |
| Director of Budget | WILLIAM B. EARLY, JR. |

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|---|-----------------------|
| Director of Finance | ROBERT E. SUDA |
| Director of Financial Management | CAROLE A. HUTCHINSON |
| Director of Financial Management Systems | WILLIAM J. TOPOLEWSKI |
| General Counsel | EMILY CLARK HEWITT |
| Associate General Counsel for General Law | LAURENCE HARRINGTON |
| Associate General Counsel for Personal Property | VINCENT CRIVELLA |
| Associate General Counsel for Real Property | SHARON A. ROACH |

INFORMATION TECHNOLOGY SERVICE

*General Services Building, Eighteenth and F Streets NW., Washington, DC 20405
Phone, 202-501-1000*

| | |
|--|-------------------------------|
| Commissioner, Information Technology Service | JOE M. THOMPSON |
| Deputy Commissioner for Information Security | THOMAS R. BURKE |
| Director, Information Technology Integration | JAMES ARRINGTON |
| Director, Acquisition Support | GERALD TUWINER, <i>Acting</i> |
| Director, Resources Management Staff | BOBBI BRENSIC |
| Deputy Commissioner for Information Technology Integration | LAWRENCE S. COHAN |

FEDERAL SUPPLY SERVICE

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

| | |
|---|---------------------------------|
| Commissioner, Federal Supply Service | FRANK P. PUGLIESE, JR. |
| Deputy Commissioner | DONNA D. BENNETT |
| Chief of Staff | PATRICIA MEAD |
| Controller | JOHN B. CONRAD |
| Director of Transportation Audits | JEFFREY W. THURSTON |
| Assistant Commissioner for Distribution Management | DAVID S. SHAPERO |
| Assistant Commissioner for Transportation and Property Management | IRA JEKOWSKY |
| Assistant Commissioner for Business Management and Marketing | GARY FEIT |
| Assistant Commissioner for Quality and Contract Administration | F. DONALD GENOVA, <i>Acting</i> |
| Assistant Commissioner for Acquisition | WILLIAM N. GORMLEY |
| Assistant Commissioner for FSS Information Systems | RAYMOND J. HANLEIN |

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 | DAVID L. BIBB |
| Chief of Staff | ANN W. EVERETT |
| Controller | ROBIN G. GRAF, <i>Acting</i> |
| Acquisition Executive | GERALD ZAFFOS, <i>Acting</i> |
| Assistant Commissioner for Business Development | JAMES A. WILLIAMS |
| Chief Information Officer | STEVEN R. MEAD |

| | |
|---|----------------------------------|
| Assistant Commissioner for Commercial Broker | HILARY W. PEOPLES, <i>Acting</i> |
| Assistant Commissioner for the Federal Protective Service | GARRETT J. DAY |
| Assistant Commissioner for Property Development | JOHN A. PETKEVICH |
| Assistant Commissioner for Property Disposal | BRIAN K. POLLY |
| Assistant Commissioner for Portfolio Management | JUNE V. HUBER |
| Assistant Commissioner for Property Management | JAMES F. STEELE |

OFFICE OF POLICY, PLANNING, AND EVALUATION

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

| | |
|---|----------------------|
| Associate Administrator for Policy, Planning, and Evaluation | G. MARTIN WAGNER |
| Chief of Staff | JOHN SINDELAR |
| Executive Officer | A. TONI HAZLEWOOD |
| Director, Committee Management Secretariat Staff | JAMES DEAN |
| Director, Regulatory Information Service Center | MARK SCHOENBERG |
| Deputy Associate Administrator for Workplace Initiatives | FAITH WOHL |
| Deputy Associate Administrator for Acquisition Policy | IDA M. USTAD |
| Deputy Associate Administrator for Transportation and Personal Property | REBECCA R. RHODES |
| Deputy Associate Administrator for Information Technology | FRANCIS A. McDONOUGH |
| Deputy Associate Administrator for Real Property | ROBERT J. DILUCHIO |

[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.

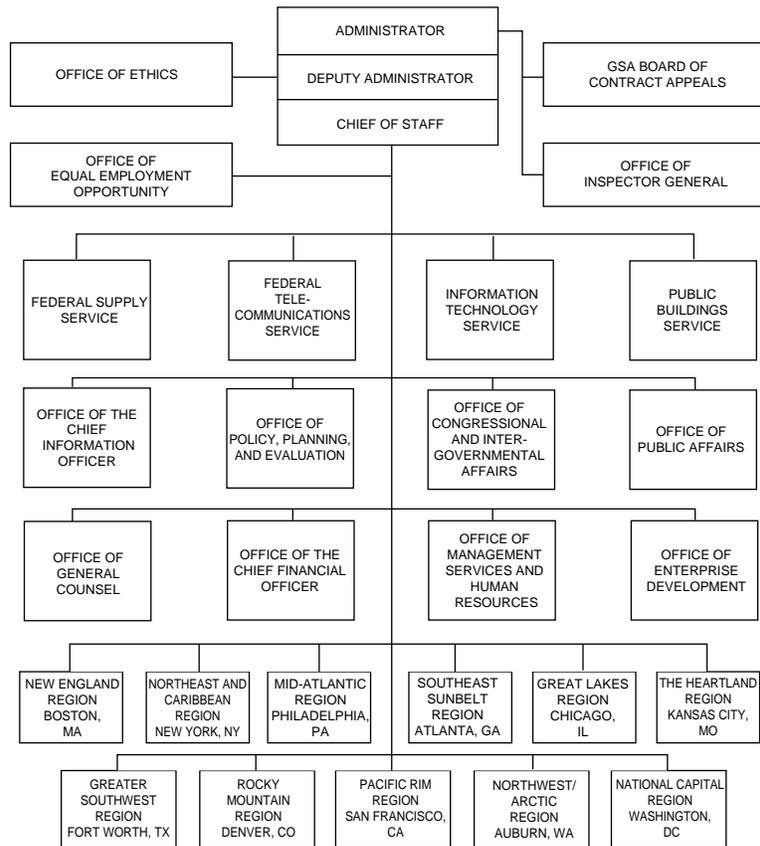
The General Services Administration (GSA) was established by section 101 of the Federal Property and Administrative Services Act of 1949 (40 U.S.C. 751).

Acquisition Policy The Office of Acquisition Policy plans, directs, and coordinates a comprehensive, agencywide acquisition policy program,

including the establishment of major agency acquisition goals and objectives.

The Office of Acquisition Policy has a major role in developing, maintaining, issuing, and administering guiding principles via the Federal Acquisition Regulation (FAR), which is applicable to all Federal agencies. It chairs the Civilian Agency Acquisition Council and provides administrative support through

GENERAL SERVICES ADMINISTRATION



the FAR Secretariat. The Office develops GSA implementing and supplementing principles required by FAR, which is published as the General Services Administration Acquisition Regulation.

The Office manages the agency's internal system for the suspension and debarment of nonresponsive contractors and a governmentwide system for exchanging information on debarred, suspended, and ineligible parties. The Office also is responsible for overseeing the agency's acquisition information system and serves as agency coordinator for the Federal Procurement Data System.

The Office's Federal Acquisition Institute fosters and promotes governmentwide career management and training programs to develop a professional workforce and coordinates governmentwide studies to improve the procurement process.

For further information, call 202-501-1043.

Enterprise Development The mission of the Office of Enterprise Development is to promote and facilitate programs and activities that support an environment that provides "Access to Opportunity" to small, minority, and women business owners to participate in GSA contracting

nationwide. To accomplish this, the Office plans, implements, and evaluates comprehensive agencywide procurement preference programs, including: the Small Business Program, the Women in Business Program, the Minority Business Enterprise Program, the Subcontracting Program, and the Mandatory Source Program, among others.

The Office coordinates and develops policies that regulate the operation and implementation of the Small Business Programs under sections 8 and 15 of the Small Business Act. The Office, through the Small Business Center Program, provides assistance, information, and counseling to small businesses interested in pursuing Federal Government contracts, and conducts outreach, seminars, liaison, and source listing for small and minority businesses.

The Small Business Centers assist agency procurement officials in the establishment of subcontracting plans and act as liaisons between GSA and the Small Business Administration. The Small Business Centers conduct on-site reviews of vendor subcontracting plans to ensure compliance with the terms of the approved plan.

For further information, call 202-501-1021.

Small Business Center Directory

| Region | Address | Telephone |
|---|---|--------------|
| NATIONAL CAPITAL REGION—Washington, DC | Rm. 1050, 7th & D Sts. SW., 20407 | 202-708-5804 |
| NEW ENGLAND REGION—Boston, MA | Rm. 290, 10 Causeway St., 02222 | 617-565-8100 |
| NORTHEAST AND CARIBBEAN REGION—New York, NY | Rm. 18-130, 26 Federal Plz., 10278 | 212-264-1234 |
| MID-ATLANTIC REGION—Philadelphia, PA | Rm. 808, 100 Penn Sq. E., 19107-3396 | 215-656-5523 |
| SOUTHEAST SUNBELT REGION—Atlanta, GA | Rm. 2832, 401 W. Peachtree St. NW., 30303 | 404-331-5103 |
| GREAT LAKES REGION—Chicago, IL | Rm. 3714, 230 S. Dearborn St., 60604 | 312-353-5383 |
| THE HEARTLAND REGION—Kansas City, MO | Rm. 1160, 1500 E. Bannister Rd., 64131 | 816-926-7203 |
| GREATER SOUTHWEST REGION—Fort Worth, TX | Rm. 11A09, 819 Taylor St., 76102 | 817-334-3284 |
| ROCKY MOUNTAIN REGION—Denver, CO | Rm. 145, Denver Federal Ctr., 80225-0006 | 303-326-7408 |
| PACIFIC RIM REGION—San Francisco, CA | Rm. 0405, 450 Golden Gate Ave., 94102 | 415-522-2700 |
| NORTHWEST/ARCTIC REGION—Auburn, WA | 400 15th St. SW., 98001 | 206-931-7956 |

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

independent Government agencies. The Board is also empowered to hear and decide protests arising out of automatic data processing procurements governmentwide. 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.

Ethics The Office of Ethics is responsible for developing and directing the agency's programs governing employee standards of ethical conduct.

For further information, call 202-501-0765.

Equal Employment Opportunity The Office of Equal Employment Opportunity is responsible for the agency's equal employment opportunity program.

For further information, call 202-501-0767.

Federal Telecommunications Service

The current Federal Telecommunications Service (FTS) was established by GSA Order 5440.468 on September 8, 1995, by merging FTS2000 and the Local Services Program. The principal components of the FTS program are FTS2000, Local Telecommunications Services, and the Post-FTS2000 program. FTS2000 This program provides long-distance voice and data services to Federal agencies. In December 1988, GSA competitively awarded two separate contracts to AT&T and Sprint to provide long-distance telecommunications services to Federal agencies. These contracts, which provide for services rather than equipment, replaced the 25-year-old Federal Telecommunications System (FTS) with FTS2000.

The Service's customers can select from a number of long-distance telecommunications services provided by FTS2000, including switched voice service, dedicated transmission service, packet switched service, video transmission service, switched data service, and switched digital integrated service.

Local Telecommunications Program

This program has three major reimbursable activities: switched services, purchase of telecommunications services (POTS), and the telecommunications services contract (TSC). The purchase of

telecommunication services program provides a variety of new and reconditioned telephone station equipment, digital private branch exchange systems, wireless equipment, installation, relocation, wiring, and cabling. The telecommunications services contract is a nationwide contract with five regional ordering offices. It has a broad range of telecommunications services that can be used by any Federal agency. It offers complete technical support in six functional areas: strategic and technical planning, requirement analysis, design and engineering, acquisition support, implementation and integration, and operations support.

Post-FTS2000 The current FTS2000 contracts expire in December 1998. In December 1994, in conjunction with the Interagency Management Council, GSA issued the *Post-FTS2000 Program Strategy* as the Government's strategy for acquiring telecommunications services in the post-FTS2000 environment. Released in February 1996, the Strategy provides for multiple comprehensive telecommunications service contracts offering all services and providing service worldwide, where commercially available. It supports the National Performance Review initiative to develop the Government service information infrastructure. Other contracting efforts that are part of the post-FTS2000 area Federal wireless, international direct dial, and cable and wiring.

For further information, call 703-285-1020.

Information Technology Service

The Information Technology Service is responsible for the coordination and direction of a comprehensive, governmentwide program for the management, procurement, and utilization of automated data processing and local telecommunications equipment and services; planning and directing programs for improving Federal records and information management practices; and providing information to the public through the Federal Information Center.

Governmentwide Information Resources Management Assistance The General Services Administration provides governmentwide programs to assist Federal agencies in managing their information resources. The Office of Information Technology Integration (ITI) provides technical and contracting assistance through three complementary programs: the Federal Systems Integration and Management System (FEDSIM); the Federal Computer Acquisition Center (FEDCAC); and the Federal Information System Support Program (FISSP). This assistance is provided on a reimbursable, nonmandatory basis to agencies utilizing the system.

The Federal Systems Integration and Management System provides technical and contractual services to Federal agencies in acquisition, integration, management, and the use of information systems and information technology.

The Federal Computer Acquisition Center competitively conducts large dollar value information processing resources acquisitions for Federal agencies. These acquisitions include systems hardware; systems software; and associated services such as maintenance, training, and systems analysis support.

The Federal Information System Support Program allows ITI to consolidate relatively small, quick-reaction, technical services project requirements for other agencies in order to reduce costs.

For further information, contact the Office of Information Technology Integration, Suite 1100, 5203 Leesburg Pike, Falls Church, VA 22041. Phone, 703-756-4100.

Information Technology Policy and Leadership The Service plans, develops, and directs a governmentwide program to help agencies improve their acquisition, management, and use of information technology. The Service develops and issues governmentwide policies and regulations on information technology acquisition, management, and use. It promotes the development of a technologically competent Federal workforce through management assistance programs, such as the Trail

Boss Program, that help Federal agencies prepare for, conduct, and implement major information technology acquisitions.

For further information, contact the Office of Information Technology Policy and Leadership. Phone, 201-501-0202.

Information Technology Acquisition The Service plays a major role in the governmentwide procurement of Federal Information Processing (FIP) and telecommunications hardware, software, and services. In providing its acquisition services, the agency seeks out and obtains the best buys; obtains the best leasing and/or purchase price arrangements; negotiates long-term procurement actions to achieve cost reductions; and continually strives to improve Federal procurement practices.

For further information, contact the Office of Information Technology Acquisition. Phone, 202-501-1072.

Information Security The Office of Information Security provides worldwide support to all Government activities conducting sensitive and classifies national security, diplomatic, and Department of Defense missions. The Office provides a comprehensive range of services for information systems and participates in the development of governmentwide information security policies in support of Federal, civil, and Department of Defense activities. This Office provides the technical expertise, personnel, logistics, training, and facilities necessary to manage and support critical Government communications.

For further information, contact the Office of Information Security. Phone, 202-708-7000.

Office of Emerging Technology The Office of Emerging Technology plans, manages, and directs activities that promote the identification, development, and use of current and emerging technologies in the Federal Government. The Office develops strategies for integrating Federal, State, and local government applications to form a synergetic approach to use information technology to improve the delivery of

government services; compiles trend information of emerging technologies to support efforts to improve government services; identifies information technology tools, applications, and effective implementation strategies to improve government performance; plans, develops, and implements multiagency and intergovernmental information technology pilots and prototypes to validate concept of operation and assess the viability for governmentwide implementation; and establishes benchmarks on best practices of governmental applications of information technology. The Office oversees the implementation of new and proven information technology applications that will improve the delivery of government services provided by Federal, State, local, and tribal governments. The Office also serves as the governmentwide program offices for Electronic Commerce, Electronic Mail, Information Technology Accommodations and the Security Infrastructure Program Management Office.

For further information, contact the Office of Emerging Technology. Phone, 202-501-0308.

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

Residents of more than 80 metropolitan areas have direct access to the Center via toll-free (800) telephone service, and callers in four States—Iowa, Kansas, Missouri, and Nebraska—have statewide toll-free service. Users of telecommunications devices for the deaf (TDD/TTY) may call a nationwide toll-free number: 800-326-2996.

For further information, call the Federal Information Center number for your area.

Federal Information Centers—General Services Administration

(Review the areas listed below. If your area is listed, call 800-688-9889. If your area is not listed, call 301-722-9000. TDD/TTY users should call 800-326-2996.)

| State | City |
|----------------------|---|
| ALABAMA | Birmingham, Mobile |
| ALASKA | Anchorage |
| ARIZONA | Phoenix |
| ARKANSAS | Little Rock |
| CALIFORNIA | Los Angeles, Sacramento, San Diego, San Francisco, Santa Ana |
| COLORADO | Colorado Springs, Denver, Pueblo |
| CONNECTICUT | Hartford, New Haven |
| DELAWARE | Wilmington |
| FLORIDA | Fort Lauderdale, Jacksonville, Miami, Orlando, St. Petersburg, Tampa, West Palm Beach |
| GEORGIA | Atlanta |
| HAWAII | Honolulu |
| IDAHO | Boise |
| ILLINOIS | Chicago |
| INDIANA | Gary, Indianapolis |
| IOWA | From all points |
| KANSAS | From all points |
| KENTUCKY | Louisville |
| LOUISIANA | New Orleans |
| MAINE | Portland |
| MARYLAND | Baltimore |
| MASSACHUSETTS | Boston |
| MICHIGAN | Detroit, Grand Rapids |
| MINNESOTA | Minneapolis |
| MISSISSIPPI | Jackson |
| MISSOURI | St. Louis |
| MONTANA | Billings |
| NEBRASKA | Omaha |
| NEVADA | Las Vegas |
| NEW HAMPSHIRE | Portsmouth |
| NEW JERSEY | Newark, Trenton |
| NEW MEXICO | Albuquerque |
| NEW YORK | Albany, Buffalo, New York, Rochester, Syracuse |
| NORTH CAROLINA | Charlotte |
| NORTH DAKOTA | Fargo |
| OHIO | Akron, Cincinnati, Cleveland, Columbus, Dayton, Toledo |
| OKLAHOMA | Oklahoma City, Tulsa |
| OREGON | Portland |
| PENNSYLVANIA | Philadelphia, Pittsburgh |
| RHODE ISLAND | Providence |
| SOUTH CAROLINA | Greenville |
| SOUTH DAKOTA | Sioux Falls |
| TENNESSEE | Chattanooga, Memphis, Nashville |
| TEXAS | Austin, Dallas, Fort Worth, Houston, San Antonio |
| UTAH | Salt Lake City |
| VERMONT | Burlington |
| VIRGINIA | Norfolk, Richmond, Roanoke |
| WASHINGTON | Seattle, Tacoma |
| WEST VIRGINIA | Huntington |
| WISCONSIN | Milwaukee |
| WYOMING | Cheyenne |

Federal Information Relay Service (FIRS)
The Federal Information Relay Service serves as an intermediary between hearing individuals and individuals who are deaf, hard of hearing, and speech-impaired for nationwide communications with and within the Federal

Government. The Service enables Federal employees to conduct official duties and allows the general public to conduct business with the Federal Government and its agencies. It also encourages direct communications between individuals using telecommunications devices for the deaf (TDD/TTY's) by maintaining an on-line bulletin board and by publishing an annual directory of Federal TDD/TTY telephone numbers.

To utilize the Federal Information Relay Service, call 800-877-8339 (toll-free). To obtain a FIRS brochure call 800-877-0996 (toll-free). These numbers serve both voice and TDD/TTY calls.

To access the Federal Information Relay Service bulletin board of TDD/TTY numbers, call 800-877-8845 (toll-free).

For a free copy of the directory, write to: U.S. Government TDD Directory, Dept. 588B, Customer Information Center, Pueblo, CO 81009.

For further information, contact the Office of Emerging Technology. Phone, 202-501-1937 (voice) or 202-501-2860 (TDD).

Specialized Data Centers The Service operates several programs that collect and maintain information on equipment of interest to the public and the private sector.

The Federal Procurement Data Center provides information regarding goods and services bought by the Federal Government. The Center is a unique source of consolidated information about Federal purchases, and the data is readily available through reports prepared by the Center.

The Federal Equipment Data Center operates the Automatic Data Processing Equipment Data System Program, which collects and maintains information regarding general-purpose processing equipment being used by the Federal Government. Information is collected and disseminated on federally operated domestic assistance programs, such as grants, and is available in an annual catalog and through a nationally accessible computer system.

For further information, contact the Automated External Information Division. Phone, 703-235-2870.

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.

Federal Supply Service

The Federal Supply Service (FSS) provides leadership, through policy, guidance, and service delivery, which assures that the Federal Government's requirements for personal property and administrative services are effectively met at the least overall cost to the taxpayer. Towards this goal, FSS operates a worldwide supply system to contract for and distribute personal property and services to Federal agencies. The Service provides governmentwide programs for transportation, mail and travel management, transportation audits, Federal fleet management, and management of aircraft owned or operated by civilian agencies in support of their missions; and administers a governmentwide property management program for the utilization of excess personal property and the donation and sale of surplus personal property.

The Service provides over \$8 billion annually in common-use goods and services. The Supply and Procurement business line of FSS uses the aggregate purchasing power of the Government to establish sources of supply for commonly used business, operational, administrative, and financial supplies and services. Over 98 percent of the support provided by the business line is for commercial items and services, and 90 percent is delivered directly to customers. Almost 80 percent of the supply and procurement business volume is from orders directly placed by customers, under contracts established by FSS. FSS also operates a distribution

system that makes 5 million deliveries a year of common office supplies, direct to customer desktops, within 48 hours of their orders. Another 7 million customer deliveries are made within 2 weeks from over 15,000 high-demand items, including overnight support for national emergencies and disaster relief. In compliance with applicable laws, regulations, and Executive orders, FSS helps the Government conserve energy, recycle used materials, and purchase products that are environmentally sound.

Each year FSS establishes numerous multimillion-dollar contracts for environmentally oriented products—ranging from recycled items such as retread tires, office supplies, and insulation, to shipping boxes with recycled content, to energy and water saving devices, and to reformulated industrial products.

To eliminate unnecessary expenditures and maximize the utilization of federally owned personal property, FSS directs and coordinates, on a worldwide basis, a Government property management program. Under this program, excess personal property valued at approximately \$12.3 billion annually is available for transfer to other agencies and, when no longer needed by the Federal Government, is allocated to the States for donation to eligible recipients or disposed of through competitive public sales.

The Federal Supply Service administers governmentwide programs for transportation and travel management, transportation audits, and fleet management to meet the requirements of Federal agencies.

To provide agencies with economical fleet management services, FSS manages an Interagency Fleet Management System (IMFS) comprised of approximately 145,000 vehicles, ranging from compact sedans to buses and ambulances. As part of the services provided, GSA acquires the vehicles, ensures that fuel and maintenance/repair services are available, and disposes of the vehicles when due for replacement. In conjunction with the Department of Energy, FSS introduced alternative fuel

vehicles (AFV'S) into the Federal fleet, and currently has over 10,000 in use.

The Service's Fleet Management Program is also responsible for developing regulations and procedures governing the management and oversight of all Federal Government motor vehicles, except those exempted under the Federal Property and Administrative Services Act of 1949, as amended.

As the Government's civilian freight manager, FSS provides rating and routing services to customer agencies at 20–50 percent off commercial rates, as well as small package overnight delivery service at a savings of 70 percent below commercial rates.

In addition, FSS coordinates governmentwide policy development for the management of Government aircraft through the Interagency Committee for Aviation Policy. Through its Federal Aviation Management Information System, FSS stores aircraft and facility inventory, cost and utilization data, and contract, rental, and charter data pertinent to all civilian agency aircraft.

For further information, contact the Federal Supply Service, Washington, DC 20406. Phone, 703-305-6646.

Public Buildings Service

The Public Buildings Service (PBS) provides space and related services for other Federal agencies and the Federal courts. Services include design, acquisition, construction, alteration, operation, protection, general management, and disposal. It has responsibility for 260 million square feet of space, excluding external parking areas, in about 7,300 federally owned or leased buildings, in addition to approximately \$6.4 billion in construction projects currently underway. In addition, Executive Order 12512 of April 12, 1985, gave PBS the responsibility to provide leadership in the development and maintenance of needed property management information systems for the Government.

For further information, call 202-501-1100.

Office of the Commercial Broker

The Commercial Broker acquires real property through leases and purchases and directs the development of procedures and specifications related to real property acquisitions, including leasing, building purchases, site acquisition, and easements; marketing vacant space; outleasing vacant space; appraisals and initial assignments of space; lease acquisition delegations; space planning; requirements development; buildout of space; cost estimates; installation of telecommunications/local area networks; furniture procurement, and disposal.

For further information, contact the Office of the Commercial Broker. Phone, 202-501-1025.

Office of Property Management

The Office of Property Management develops and administers programs to: manage and operate Government-owned and leased property; processes related to maintaining space assignments after initial occupancy; manage and administer leases and outleases; ensure service delivery to tenants; distribute rent bills; administer day-to-day operation of occupancy agreements with client agencies; safeguard Federal employees from hazardous exposure to GSA operations or services and environmental matters related to building operations and alterations; fire protection for all facilities and personnel; alter buildings, systems, and space after initial tenant occupancy; design and construction of alterations, excluding major modernizations; assist regions on procurement issues related to contracting; procure construction, building services, professional services, and architect-engineer services; guide delegated agencies in operation and management of Government-owned and/or -operated buildings; and guide delegated agencies in lease management, administrative contracting officer, and contracting officer's representative activities.

For further information, contact the Office of Property Management. Phone, 202-501-0971.

Office of Property Development

The Office of Property Development plans, directs, and coordinates the nationwide operation of property development business line within PBS. This Office represents property development in agency dealings of national scope with other executive branch agencies, the legislative and judicial branches, and other Government and private-sector interests. It plans, guides, and accommodates temporary and extraordinary real property planning and development efforts requiring enhanced national emphasis and direction, when required by the PBS Commissioner. The Office defines, articulates, advocates, promotes, and interprets PBS vision and principles for excellence in public architecture, engineering, and construction. It maintains arrangements for eliciting advisory input from nationally renowned design professionals on major product design commissions and design solutions; fosters design quality through sponsorship of award, peer review, and other similar programs; and directs, coordinates, and performs all personnel management and administrative support functions for the Office of Property Development.

For further information, contact the Office of Property Development. Phone, 202-501-0887.

Office of the Federal Protective Service

The Office of the Federal Protective Service develops and administers guidelines and standards for uniformed force operations, and investigates criminal offenses not involving GSA employees. The Office conducts preliminary investigations of accidents, incidents, and criminal complaints occurring on GSA-controlled property. The Federal Protective Service coordinates with appropriate Federal Emergency Management Agency representatives for security and law enforcement requirements. It gathers protective intelligence information pertaining to demonstrations, bomb threats, and other criminal activities. The

Office provides centralized communication, alarm monitoring, and coordination for State and Federal officials regarding Federal facilities. It develops a nationwide physical security protection program and coordinates a nationwide Occupant Emergency Program.

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

Office of Property Disposal

The Office of Property Disposal develops and administers programs related to the utilization of excess and surplus real property; disposal of surplus real property by sale, exchange, lease, assignment, transfer, permit; protection and maintenance of excess and surplus property pending disposition disposal of Defense Industrial Reserve Plants; and disposal services to agencies which have their own disposal authorities on a reimbursable basis, e.g., seized, forfeited, or foreclosed. The Office directs the development of a national plan to market properties and buildings. It also establishes national benchmarking standards and a customer liaison program.

For further information, contact the Office of Property Disposal. Phone, 202-501-0210. E-mail, property.disposal@gsa.gov.

Office of Portfolio Management

The Office of Portfolio Management conducts strategic and business,

portfolio, and asset planning; makes capital investment decisions and obtains capital resources; manages the national portfolio of real estate and art assets; obtains the support of other service providers; evaluates portfolio and service provider performance; and provides guidance and assistance to regional portfolio managers and other business lines.

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

Office of Business Development

The Office of Business Development directs the policy and management of the National Account Executive and Regional Account Manager programs which facilitate the development of strategic partnerships with client agencies; performs research and analysis of PBS long-term strategic and business direction; directs the national real property strategic marketing plans and programs; and develops and implements national customer outreach and public affairs programs.

For further information, contact the Office of Business Development. Phone, 202-501-0018.

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

| Headquarters | Address | Administrator |
|---------------------------------|---|-----------------------|
| New England Region | Boston, MA (10 Causeway St., 02222) | Robert J. Dunfey, Jr. |
| Northeast and Caribbean Region. | New York, NY (26 Federal Plz., 10278) | Karen R. Adler |
| Mid-Atlantic Region | Philadelphia, PA (100 Penn Sq. E., 19107-3396) | Paul Chistolini |
| Southeast Sunbelt Region | Atlanta, GA (Suite 2800, 401 W. Peachtree St. NW., 30365) | Carol A. Dortch |
| Great Lakes Region | Chicago, IL (230 S. Dearborn St., 60604) | William C. Burke |
| The Heartland Region | Kansas City, MO (1500 E. Bannister Rd., 64131) | Glen W. Overton |
| Greater Southwest Region | Fort Worth, TX (819 Taylor St., 76102) | John Pouland |
| Rocky Mountain Region | Denver, CO (Denver Federal Ctr., 80225-0006) | Polly B. Baca |
| Pacific Rim Region | San Francisco, CA (525 Market St., 94105) | Kenn N. Kojima |
| Northwest/Arctic Region | Auburn, WA (GSA Ctr., 98002) | L. Jay Pearson |
| National Capital Region | Washington, DC (7th and D Sts. SW., 20407) | Thurman M. Davis |

Sources of Information

Consumer Information Center
Organized under the Office of Public Affairs is the Consumer Information

Center, a program that assists Federal agencies in the release of relevant and useful consumer information and generates increased public awareness of

this information. The Center 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 Consumer Information Catalog, Pueblo, CO 81009. Phone, 719-948-4000. Bulk copies are free to nonprofit organizations.

For help in accessing CIC information electronically, send e-mail to cic.info@pueblo.gsa.gov. Put the words "SEND INFO" in the body of the message.

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.

Employment Inquiries and applications should be directed to the Personnel Operations Division (CPS), Office of Personnel, General Services Administration, Washington, DC 20405. Schools interested in the recruitment program should contact the Personnel Operations Division (CPS), Office of Personnel, 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 (CAIR), Attn: GSA FOIA or Privacy Act Officer, Room 7102, Washington, DC 20405. Phone, 202-501-2691. TDD callers may use the

Federal Information Relay Service (phone, 202-708-9300; fax, 202-501-2727). FOIA or Privacy Act requests concerning GSA regions should be directed to the FOIA or Privacy Act officers for the particular region (see listing in the preceding text).

Public and News Media Inquiries The Office of Public Affairs 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, through its Office of Media Relations, issues news releases. Its Office of Communications is responsible for printing the *GSA Update*, a weekly bulletin of noteworthy items designed to keep agency employees apprised of pertinent issues, and *GSA Today*, a quarterly employee magazine.

Publications Many publications are available at moderate prices through the bookstores of the Government Printing Office or from customer supply centers. Others may be obtained free or at production cost from a Business Service Center or a Federal Information Center. (See pages 585 and 588, 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
 Information Technology Service (K), General Services Administration, Washington, DC 20405

Those who would like a brief index of publications or who are not certain of the service or office of origin should write to the Director of Publications, Office of Communications (XS), 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 Public Affairs (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 Public Affairs (X), General Services Administration, Washington, DC 20405. Phone, 202-501-0705.

INTER-AMERICAN FOUNDATION

901 North Stuart Street, Arlington, VA 22203
Phone, 703-841-3800

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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 was created by Congress in 1969 (22 U.S.C. 290f) to support the self-help efforts of poor people in Latin America and the Caribbean. The Foundation was established because of congressional concern that traditional programs of development assistance were not reaching poor people. Instead of working through governments, the Foundation responds directly to the initiatives of the poor by supporting local and private organizations. Approximately 65 percent of the Foundation's funds are derived from congressional appropriations and

the remainder from the Social Progress Trust Fund of the Inter-American Development Bank.

The Foundation is governed by a nine-member Board of Directors appointed by the President with the advice and consent of the Senate. By law, six members of the Board are from private organizations and three are from the Government.

The Foundation has made 3,932 grants, totaling nearly \$432 million through fiscal year 1995 in 36 countries of Latin America and the Caribbean. Most grants are made to private,