

## GENERAL SERVICES ADMINISTRATION

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**OFFICE OF GOVERNMENTWIDE POLICY**

1800 F Street NW., Washington, DC 20405  
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Deputy Associate Administrator Director, GSA Administrative Policy	JOSEPH G. SINDELAR
Deputy Associate Administrator for Electronic Government and Technology	JAMES L. DEAN
Director, Regulatory Information Service Center	MARY J. MITCHELL
Chief Information Officer for Governmentwide Policy	RONALD C. KELLY
Deputy Associate Administrator for Real Property	JACK L. FINLEY
	STANLEY KACZMARCZYK

Deputy Associate Administrator for  
Transportation and Personal Property

REBECCA R. RHODES

[For the General Services Administration statement of organization, see the *Code of Federal Regulations*, Title 41, Part 105-53]

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*The General Services Administration establishes policy for and provides economical and efficient management of Government property and records, including construction and operation of buildings; procurement and distribution of supplies; utilization and disposal of real and personal property; transportation, traffic, and communications management; and management of the governmentwide automatic data processing resources program.*

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

**Contract Appeals** The General Services Administration Board of Contract Appeals is responsible for resolving disputes arising out of contracts with the General Services Administration and other Government agencies. The Board is also empowered to hear and decide requests for review of transportation audit rate determinations; claims by Federal civilian employees regarding travel and relocation expenses; and claims for the proceeds of the sale of property of certain Federal civilian employees. In addition, the Board provides alternative dispute resolution services to executive agencies in both contract disputes which are the subject of a contracting officer's decision and other contract-related disputes. Although the Board is located within the agency, it functions as an independent tribunal.

**For further information, contact the Board of Contract Appeals, General Services Administration, Washington, DC 20405. Phone, 202-501-0585.**

**Domestic Assistance Catalog** The Federal Domestic Assistance Catalog Program collects and disseminates information on all federally operated domestic assistance programs such as grants, loans, and insurance. This information is published annually in the *Catalog of Federal Domestic Assistance*.

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

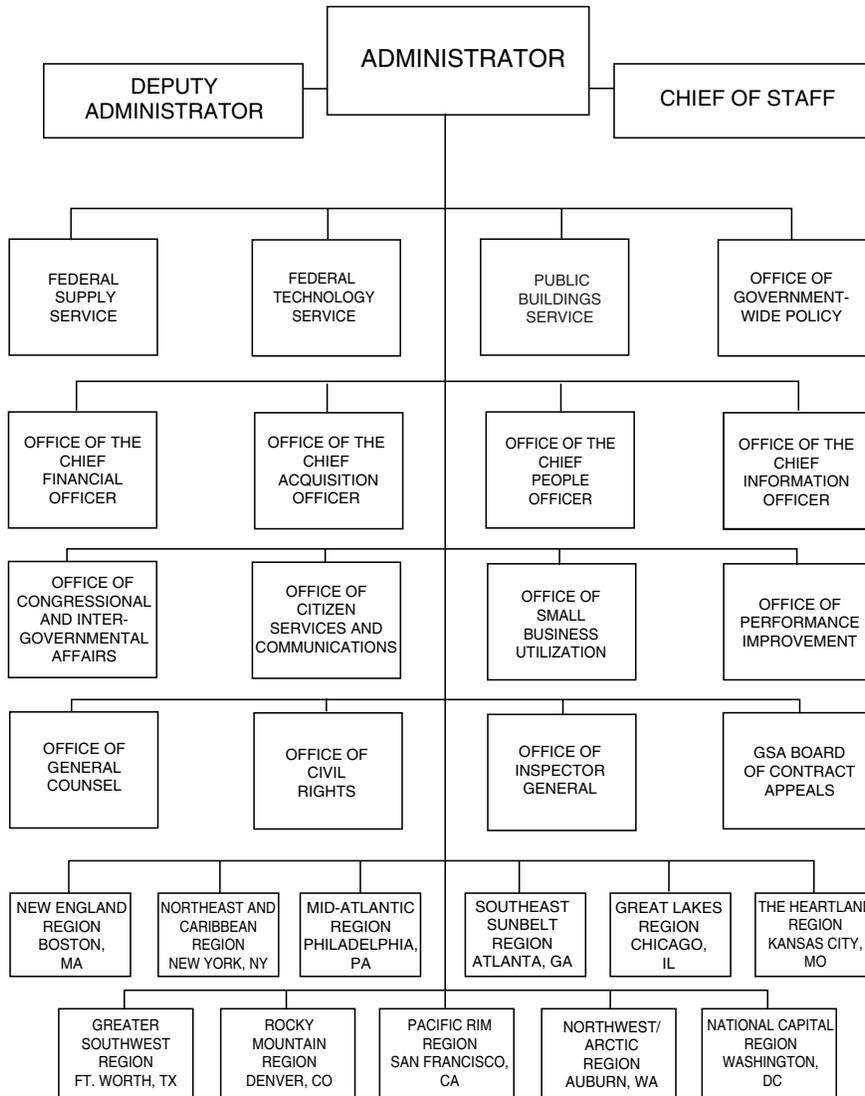
**Governmentwide Policy** The Office of Governmentwide Policy (OGP)

collaborates with the Federal community to develop policies and guidelines for the management of Government property, technology, and administrative services. OGP's policymaking authority and policy support activities encompass the areas covering electronic government and information technology, real property and the workplace, travel, transportation, personal property, aircraft, Federal motor vehicle fleet, mail, regulatory information and use of Federal advisory committees. OGP also provides leadership to interagency groups and facilitates governmentwide management reform through the effective use of performance measures and best practices.

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

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

**GENERAL SERVICES ADMINISTRATION**



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

The Office of Transportation and Personal Property develops Governmentwide policies to ensure the economical and efficient management of Government assets including aircraft and motor vehicles, transportation, traffic and audits, mail, passenger travel, and relocation allowances. It develops regulations, collects and analyzes Governmentwide data, manages interagency policy committees, and collaborates with customers and stakeholders to address and facilitate Governmentwide improvements. For further information, call 202–501–1777.

The Regulatory Information Service Center compiles and analyzes data on Governmentwide regulatory information and activities. The principal publication of the Center is the *Unified Agenda of Federal Regulatory and Deregulatory Actions*, which is published in the *Federal Register* every spring and fall and is available online at [www.reginfo.gov](http://www.reginfo.gov). For further information, call 202–482–7345.

The Committee Management Secretariat plans, develops, evaluates, and directs a Governmentwide program to maximize public participation in Federal decisionmaking through Federal Advisory Committees. The Office generates policies and guidelines for Federal Advisory Committee management oversight responsibilities and compliance with the provisions of the Federal Advisory Committee Act. For further information, call 202–273–3556.

**For further information, contact the Office of Governmentwide Policy. Phone, 202–501–8880. Internet, [www.gsa.gov/portal](http://www.gsa.gov/portal).**

#### **Citizen Services and Communications**

The Office of Citizen Services and Communications (OCSC) serves as a central Federal gateway for citizens, businesses, other governments, and the media to easily obtain information and services from the Government on the Web, in print, over the telephone, or by e-mail. OCSC is organized into two

components—citizen services and communications.

Citizen services comprises the Federal Citizen Information Center which serves citizens, businesses and other Government agencies by providing information and services via [Firstgov.gov](http://Firstgov.gov), 1–800–FED–INFO, and print publications through Pueblo, Colorado. It also develops and implements innovative technologies that improve the delivery of government information and services to citizens through the Office of E-Gov Solutions Support. OCSC also collaborates with Federal, State, local, and foreign governments and intergovernmental organizations to promote more effective use of information technology and E-Gov solutions through the Office of Intergovernmental Solutions.

Communications, the other component of OCSC, plans, administers and coordinates GSA media relations, and internal and external communications. It also coordinates GSA-wide strategic marketing activities, events planning, graphics and audiovisual production, and writing and editing support services for the entire agency.

**For further information, contact the Office of Citizen Services and Communications. Phone, 202–501–0705. Internet, [www.gsa.gov](http://www.gsa.gov).**

**Acquisitions** The Office of the Chief Acquisition Officer is responsible for strengthening GSA’s acquisition activities and ensuring that acquisition services are delivered to Federal agency customers in support of their missions of service, while balancing an emphasis on compliance, ethics, and integrity. It is also responsible for managing a broad range of acquisition activities including: ensuring compliance with applicable laws, regulations, and policies; fostering full and open competition for contract awards; developing the acquisition workforce; and accountability for acquisition decisionmaking.

Excellence in acquisition is the top priority for GSA. The “Get It Right” Plan affirms GSA’s commitment to ensuring

the proper use of GSA contracting vehicles and services.

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

**Small Business Utilization** The Office of Small Business Utilization focuses on

programs, policy, and outreach to assist the small business community nationwide in doing business with GSA.

**For further information, call 202-501-1021. Internet, [www.gsa.gov/smallbusiness](http://www.gsa.gov/smallbusiness).**

**Small Business Centers—General Services Administration**

Region	Address	Telephone
National Capital—Washington, DC	Rm. 1050, 7th & D Sts. SW., 20407	202-708-5804
New England—Boston, MA	Rm. 901, 10 Causeway St., 02222	617-565-8100
Northeast and Caribbean—New York, NY	Rm. 18-130, 26 Federal Plz., 10278	212-264-1234
Mid-Atlantic—Philadelphia, PA	9th Fl., 20 N. Eighth Street, 19107	215-466-4918
Southeast Sunbelt—Atlanta, GA	Suite 600, 77 Forsyth St., 30303	404-331-5103
Great Lakes—Chicago, IL	Rm. 3714, 230 S. Dearborn St., 60604	312-353-5383
Heartland—Kansas City, MO	Rm. 1161, 1500 E. Bannister Rd., 64131	816-926-7203
Southwest—Fort Worth, TX	Rm. 1E13A, 819 Taylor St., 76102	817-978-0800
Rocky Mountain—Denver, CO	Rm. 210, Denver Federal Ctr., 80225-0006	303-236-7409
Pacific Rim—San Francisco, CA	Rm. 5-6535, 450 Golden Gate Ave., 94102	415-522-2705
Satellite office—Los Angeles, CA	Rm. 3108, 300 N. Los Angeles St., 90012	213-894-3210
Northwest/Arctic—Auburn, WA	400 15th St. SW., 98001	253-931-7956

**Federal Technology Service**

The Federal Technology Service (FTS) delivers best value and innovative solutions in information technology, network services, and professional services to support Government agency missions worldwide.

FTS works with agency customers to understand their mission and requirements and to help them choose, acquire, implement, and manage the funding for the best solutions to meet those needs. FTS works closely with every major Federal Government agency—civilian and military—on a reimbursable fee-for-service basis. Services are available through FTS national programs and FTS organizations located in each of the 11 GSA regional offices. Services are offered in three major business lines.

The FTS network services business line uses the Government’s buying power to obtain telecommunications products and services including global voice, data, and video services, supporting both local (Regional Services Business Unit) and long-distance users (Long Distance Business Unit). Through its contracts, FTS network services offers comprehensive telecommunications at the lowest price available. Both business units assist customer agencies in defining requirements, identifying solutions,

ordering services, and managing services, including billing operations.

The FTS IT solutions business line provides acquisition, project management, and financial services to assist Federal agencies in identifying, acquiring, deploying, managing, and using technology solutions. It also provides information security services to help agencies protect their data and related information. FTS Client Support Centers (National and Regional IT Solutions) help client agencies identify and acquire solutions to meet their needs through GSA contracts and other governmentwide sources.

The FTS professional services business line provides acquisition, project management, and financial services on a cost reimbursable basis to assist Federal agencies in acquiring a broad range of professional services through three specific GSA Multiple Awards Schedules. The schedules include Management Organization and Business Improvement, Logistics, and Professional Engineering Services.

FTS manages and operates several governmentwide programs that provide important services to citizens and to the Government. These programs include the Blue Pages, which provides Government listings in telephone books throughout the country, Federal Relay Service which makes TTY services available to the public to communicate

with Government agencies, and e-Authentication, which supports emerging e-Government projects throughout Federal agencies.

**For further information, contact the Federal Technology Service at a nearby GSA Regional Office, or phone 703-306-6000.**

### Federal Supply Service

The Federal Supply Service (FSS) provides goods and services for the Federal marketplace, providing customers with economical, efficient, and effective service delivery and significant savings in time and administrative costs. By taking advantage of the Government's aggregate buying power, FSS achieves significant savings for both the customer and the taxpayer. The FSS employs world-class business practices and carries out its mission through the following five business lines.

The commercial acquisition business line offers Federal agencies millions of commercial products and an extensive range of technology, financial, environmental, management, and administrative services through the Multiple Awards Schedules program and governmentwide acquisition contracts. Agencies make best-value choices among 4 million products and services available from more than 16,500 commercial suppliers under contract to FSS.

The supply program provides quick fulfillment of recurring customer needs for basic business and mission supplies by leveraging best practices in supply chain management programs. Fulfillment solutions for supplies include electronic and hard copy catalogs, multiple ordering channels, FSS management of billing and paying transactions, order administration, and customer service support. The supply program is fully complementary to the service and solutions offered through the Commercial Acquisition Multiple Award Schedule program and governmentwide acquisition contracts. The supply distribution system provides critical support to the Government's national defense, disaster relief and other strategic missions stocking emergency readiness

items like shovels, batteries, helmets and sandbags.

The vehicle acquisition and leasing services business line provides two distinct services. One service, GSA Automotive, manages the acquisition of vehicles for all Federal agencies through consolidated acquisitions and the Multiple Awards Schedules program. The other service is a leasing program, GSA Fleet, which manages a fleet of more than 194,000 vehicles, providing non-tactical vehicles needed by civilian and military customer agencies with a comprehensive leasing program. GSA Fleet handles all aspects of the management of these assets including vehicle acquisition, maintenance and repair, accident management, fuel expenses, resale of used vehicles, and a selection of alternative-fuel vehicles.

The travel and transportation business line helps control the Government's direct and administrative costs for travel and transportation services. Travel services include negotiated airline contracts, travel agency, and travel charge card services. Transportation services include the shipment of parcels, freight, and household goods. The business line also oversees the use of audit contractors to examine the Government's air passenger, freight, and household goods transportation billings to identify and seek recovery of incorrect billings and overpayments for the Federal Government.

And the personal property program provides for property sales through comprehensive cost-effective solutions. Property no longer needed by one Federal agency is entered into an electronic system for screening and use by other Federal agencies, thereby avoiding new procurements. Property with no further Federal use can be screened electronically and is offered at no cost to State and local governments and eligible nonprofit groups. Property whose value cannot be extended by reuse or donation is sold to the public, primarily through online auctions.

**For more information, contact the Federal Supply Service, Washington, DC 20406. Phone, 703-605-5400. Internet, [www.fss.gsa.gov](http://www.fss.gsa.gov).**

**Public Buildings Service**

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

PBS designs, builds, leases, manages, and maintains space in office buildings, courthouses, laboratories, border stations, data processing centers, warehouses, and child care centers. It also repairs, alters, and renovates existing facilities and disposes of surplus Government properties. PBS is a leader in energy conservation, build green, and

recycling. It preserves and maintains more than 400 historic properties in the Federal Government’s inventory. PBS also commissions our country’s most talented artists to create artwork for new Federal buildings and conserves a substantial inventory of artwork from the past.

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

**For further information, contact the Office of the Commissioner, Public Buildings Service. Phone, 202-501-1100. Internet, www.gsa.gov/pbs.**

**Regional Offices—General Services Administration**

Region	Address	Administrator
New England	Boston, MA (10 Causeway St., 02222)	Dennis Smith
Northeast and Caribbean	New York, NY (26 Federal Plz., 10278)	Karl H. Reichelt
Mid-Atlantic	Philadelphia, PA (20 N. Eighth St., 19107-3191)	Barbara L. Shelton
Southeast Sunbelt	Atlanta, GA (Suite 600, 77 Forsyth St., 30303)	Edwin E. Fielder, Jr.
Great Lakes	Chicago, IL (230 S. Dearborn St., 60604)	James C. Handley
The Heartland	Kansas City, MO (1500 E. Bannister Rd., 64131)	Bradley Scott
Greater Southwest	Fort Worth, TX (819 Taylor St., 76102)	Scott Armeay
Rocky Mountain	Denver, CO (Bldg. 41, Denver Federal Ctr., 80225-0006)	Larry Trujillo, Sr.
Pacific Rim	San Francisco, CA (5th Fl., 450 Golden Gate Ave., 94102)	Peter G. Stamison
Northwest/Arctic	Auburn, WA (GSA Ctr., 400 15th St. SW., 98002)	John R. Kvistad
National Capital	Washington, DC (7th & D Sts. SW., 20407)	Donald C. Williams

**Sources of Information**

**Contracts** Individuals seeking to do business with the General Services Administration may obtain detailed information from the Small Business Centers listed in the preceding text.

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

**Employment** Inquiries and applications should be directed to the Central Office Human Resources Division (CPS), Office of Human Resources Services, General Services Administration, Washington, DC 20405. Phone, 202-501-0370.

**Fraud and Waste** Contact the Inspector General’s Hotline. Phone, 202-501-1780, or 800-424-5210.

**Freedom of Information and Privacy Act Requests** Inquiries concerning policies pertaining to Freedom of Information Act and Privacy Act matters should be addressed to the GSA FOIA or Privacy Act Officer, General Services Administration, Room 7136, Washington, DC 20405. Phone, 202-

501-2262 or 202-501-3415. Fax, 202-501-2727.

**Property Disposal** Inquiries about the redistribution or competitive sale of surplus real property should be directed to the Office of Property Disposal, Public Buildings Service, 1800 F Street NW., Washington, DC 20405. Phone, 202-501-0084.

**Public and News Media Inquiries** Inquiries from both the general public and news media should be directed to the Office of Communications, General Services Administration, 1800 F Street NW., Washington, DC 20405. Phone, 202-501-1231.

**Publications** Many GSA publications are available at moderate prices through the bookstores of the Government Printing Office (<http://bookstore.gpo.gov>). Orders and inquiries concerning publications and subscriptions for sale by the Government Printing Office should be directed to the Superintendent of Documents, Government Printing Office, Washington, DC 20401. Others may be obtained free or at cost from a

Small Business Center. If a publication is not distributed by any of the stores, inquiries should be directed to the originating agency's service or office. The addresses for GSA inquiries are:

Public Buildings Service (P), General Services Administration, Washington, DC 20405  
 Federal Supply Service (F), General Services Administration, Washington, DC 20406  
 Office of Finance (BC), General Services Administration, Washington, DC 20405  
 Federal Technology Service (T), General Services Administration, 10304 Eaton Place, Fairfax, VA 22030

For a free copy of the *U.S. Government TTY Directory*, contact the Federal Citizen Information Center, Department TTY, Pueblo, CO 81009. Phone, 888-878-3256. Internet, [www.gsa.gov/frs](http://www.gsa.gov/frs). For a free copy of the quarterly *Consumer Information Catalog*, including information on food, nutrition, employment, Federal benefits, the environment, fraud, privacy and Internet issues, investing and credit, and education, write to the Federal Citizen

Information Center, Pueblo, CO 81009. Phone, 888-878-3256. Internet, [www.pueblo.gsa.gov](http://www.pueblo.gsa.gov).

For information about Federal programs and services, call the Federal Citizen Information Center's National Contact Centers at 800-333-4636, Monday through Friday from 8 a.m. to 8 p.m. eastern time.

For a free copy of the *Federal Relay Service Brochure*, contact the GSA Federal Technology Service. Phone, 877-387-2001. TTY, 202-585-1840.

**Small Business Activities** Inquiries concerning programs to assist small businesses should be directed to one of the Small Business Centers listed in the preceding text.

**Speakers** Inquiries and requests for speakers should be directed to the Office of Citizen Services and Communications (X), General Services Administration, Washington, DC 20405 (phone, 202-501-0705); or contact the nearest regional office.

For further information concerning the General Services Administration, contact the Office of Citizen Services and Communications (X), General Services Administration, Washington, DC 20405. Phone, 202-501-0705. Internet, [www.gsa.gov](http://www.gsa.gov).

## INTER-AMERICAN FOUNDATION

901 North Stuart Street, Arlington, VA 22203  
 Phone, 703-306-4301. Internet, [www.iaf.gov](http://www.iaf.gov).

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