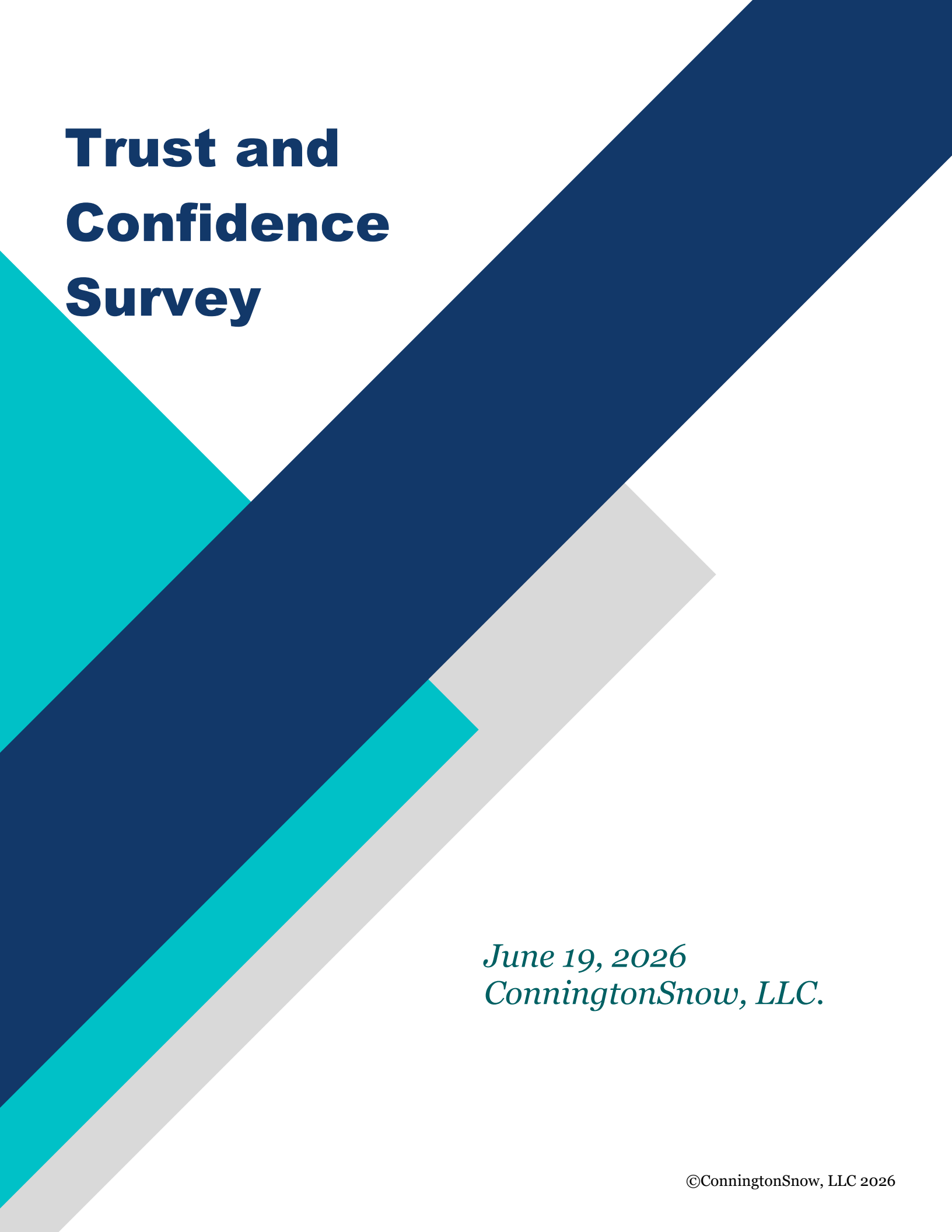




Trust and Confidence Survey

*June 19, 2026
ConningtonSnow, LLC.*

SUMMARY

The document presents survey findings from ConningtonSnow LLC on federal government contractors' confidence in whether the General Services Administration can effectively manage NASA's Solution for Enterprise-Wide Procurement (SEWP) Government-Wide Acquisition Contract (GWAC).

The survey targeted companies with direct experience in both GSA and NASA SEWP programs: 140 companies and 243 email recipients. Responses were anonymous, and the survey achieved a 25% response rate, an indication that the survey performed above typical online benchmarks, reflecting strong engagement from participants and providing a solid, reliable foundation for analysis.

The central theme is a sharp and consistent trust gap between GSA and NASA SEWP. **Across every measured dimension** — confidence, speed, clarity, transparency, willingness to continue participation, and future partner preference — **NASA SEWP is viewed far more favorably than GSA.** The results indicate that the differences are not marginal but systemic, suggesting broad contractor dissatisfaction with GSA's IT acquisition processes and near-unanimous approval of NASA SEWP's performance.

Contractors report **very low confidence in GSA** as an IT acquisition partner. Only 4.76% express high or very high confidence in GSA, while 85.72% report low or very low confidence.

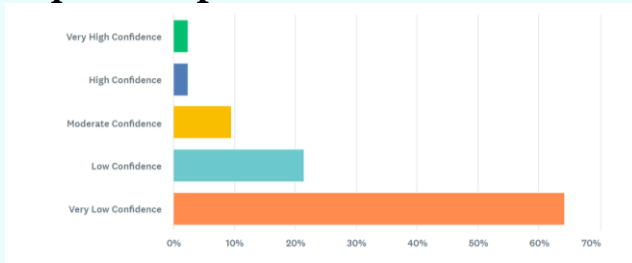
By contrast, **NASA SEWP receives extremely strong confidence ratings:** 97.62% of respondents report high or very high confidence, including 80.95% who report very high confidence.

The document frames this as evidence that contractors see NASA SEWP as a reliable and competent partner, while they fundamentally distrust GSA's ability to support IT acquisitions effectively.



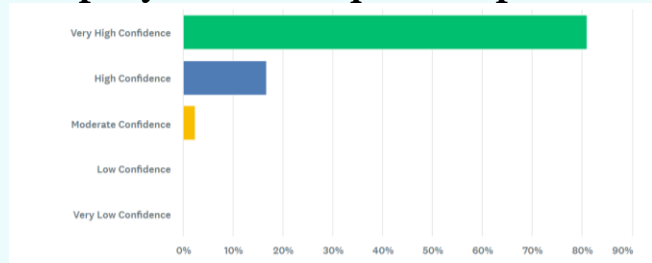
Confidence in Acquisition Support

How confident are you in GSA's ability to support your company as an IT acquisition partner?



Very High Confidence – 2.38%
 High Confidence – 2.38%
 Moderate Confidence – 9.52%
 Low Confidence – 21.43%
 Very Low Confidence – 64.29%

How confident are you in NASA SEWP's ability to support your company as an IT acquisition partner?



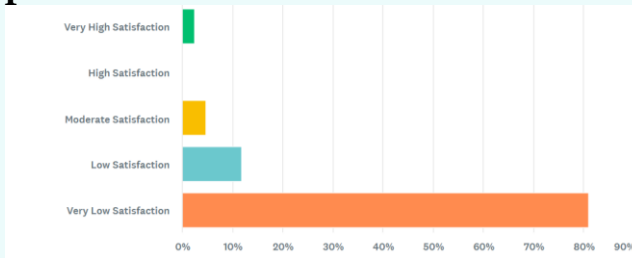
Very High Confidence – 80.95%
 High Confidence – 16.67%
 Moderate Confidence – 2.38%
 Low Confidence – 0%
 Very Low Confidence – 0%

- **GSA:** 85.7% express *low or very low* confidence.
- **NASA SEWP:** 97.6% express *high or very high* confidence.

Take-away: *Contractors fundamentally do not trust GSA to support IT acquisitions. NASA's SEWP is seen as a highly competent, reliable partner.*

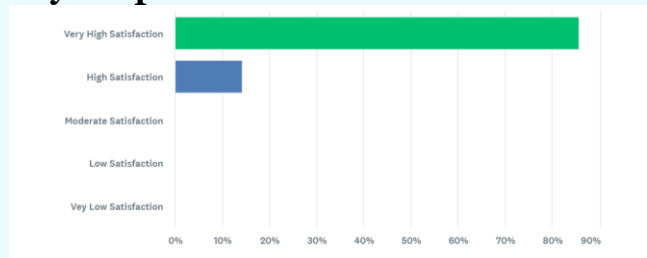
Speed of Review and Approval

How satisfied are you with the speed of GSA's review and approval of your products or services?



Very High Satisfaction – 2.38%
 High Satisfaction – 0%
 Moderate Satisfaction – 4.76%
 Low Satisfaction – 11.90%
 Very Low Satisfaction – 80.95%

How satisfied are you with the speed of NASA SEWP's review and approval of your products or services?



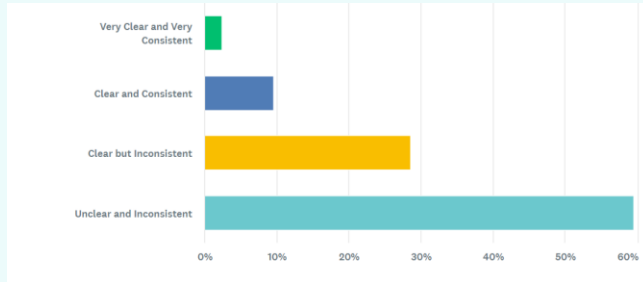
Very High Satisfaction – 85.71%
 High Satisfaction – 14.29%
 Moderate Satisfaction – 0%
 Low Satisfaction – 0%
 Very Low Satisfaction – 0%

- **GSA:** 92.8% report low or very low satisfaction.
- **NASA SEWP:** 100% report high or very high satisfaction.

Take-away: *Speed is one of the most critical factors in IT procurement. GSA is viewed as a bottleneck; NASA's SEWP is viewed as efficient and responsive.*

Clarity and Consistency

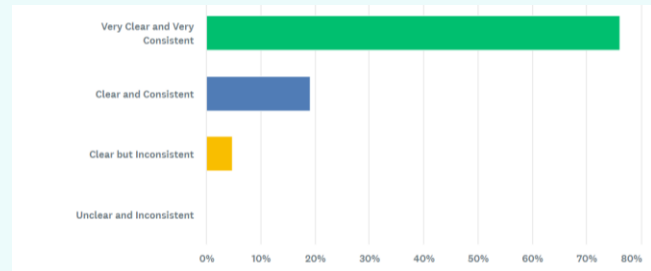
How clear and consistent are GSA's requirement for IT product and service submissions?



Very Clear and Consistent – 2.38%
 Clear and Consistent – 9.52%
 Clear but inconsistent – 28.57%
 Unclear and Inconsistent – 59.52%

- **GSA:** 88% say requirements are *unclear, inconsistent, or only partially clear*.
- **NASA SEWP:** 95% say requirements are *clear or very clear*.

How clear and consistent are NASA SEWP's requirements for IT product submissions?

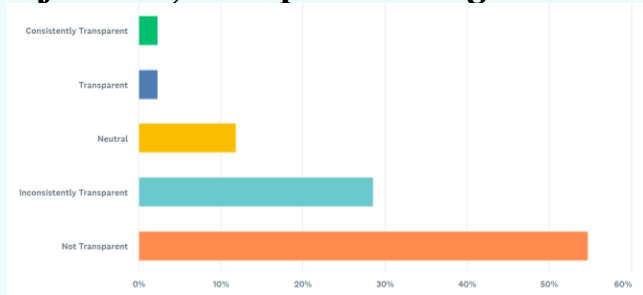


Very Clear and Consistent – 76.19%
 Clear and Consistent – 19.05%
 Clear but Inconsistent – 4.76%
 Unclear and Inconsistent – 0%

Take-away: GSA's unclear requirements are likely to contribute to delays, rejections, and contractor frustration. NASA SEWP's clarity reduces friction and increases trust.

Transparency

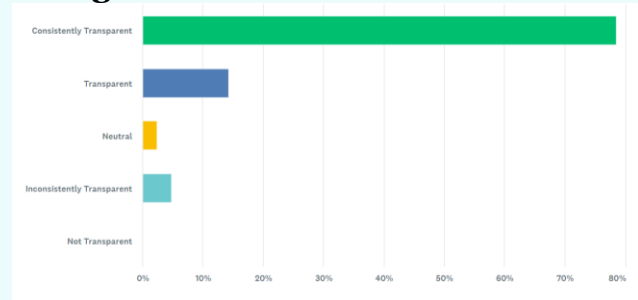
How transparent is GSA about delays, rejections, or required changes?



Consistently Transparent – 2.38%
 Transparent – 2.38%
 Neutral – 11.90%
 Inconsistently Transparent – 28.57%
 Not Transparent - 54.76%

- **GSA:** 83% say GSA is *not transparent or inconsistently transparent*.
- **NASA SEWP:** 93% say SEWP is *transparent or consistently transparent*.

How transparent is NASA SEWP about delays, rejections, or required changes?

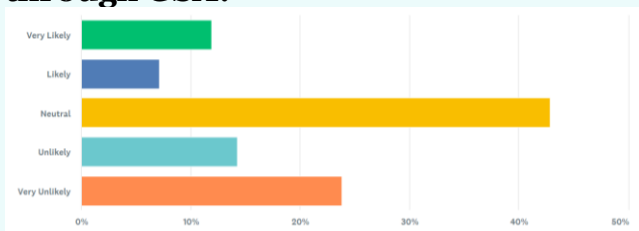


Consistently Transparent – 78.57%
 Transparent – 14.29%
 Neutral – 2.38%
 Inconsistently Transparent – 4.76%
 Not Transparent - 0%

Take-away: Transparency is a major differentiator. Contractors feel left in the dark by GSA but well-informed by NASA's SEWP.

Likelihood of Continuing to Offer Products and Services

How likely are you to continue offering IT products and services through GSA?



Very Likely – 11.90%

Likely – 7.14%

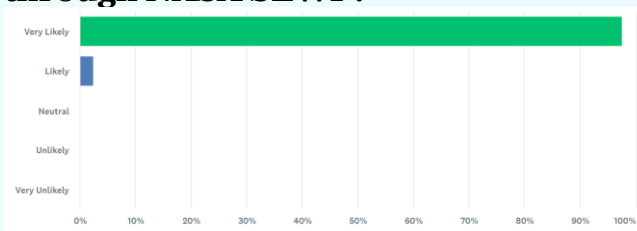
Neutral – 42.86%

Unlikely – 14.29%

Very Unlikely – 23.81%

- **GSA:** Only 19% are likely or very likely to continue.
- **SEWP:** 100% are likely or very likely to continue.

How likely are you to continue offering IT products and services through NASA SEWP?



Very Likely – 97.62%

Likely – 2.38%

Neutral – 0%

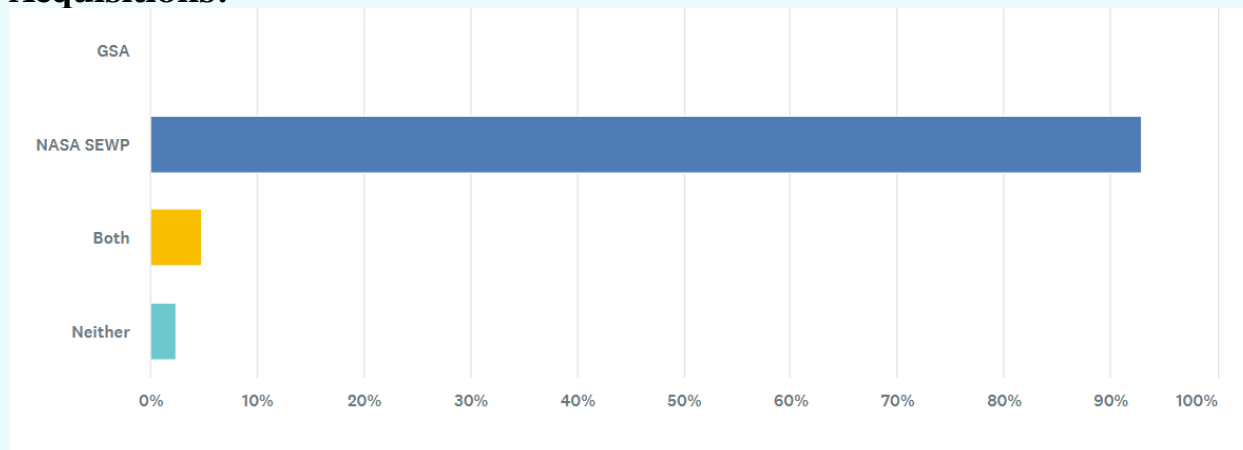
Unlikely – 0%

Very Unlikely – 0%

Take-away: GSA risks losing vendors, which could reduce catalog quality and competitiveness. NASA SEWP’s vendor ecosystem is stable and loyal.

Reliable Partner Preference

Which would you more likely rely on as a government partner for future IT Acquisitions?



GSA – 0%

NASA SEWP – 92.86%

Both – 4.76%

Neither – 2.38%

Take-away: This is the most striking result: *not a single respondent prefers GSA. NASA’s SEWP is the overwhelming partner of choice.*

ANALYSIS AND IMPLICATIONS

The survey shows an overwhelming and consistent preference for NASA SEWP over GSA across every measured dimension - confidence, speed, clarity, transparency, satisfaction, and future reliance. GSA is viewed as slow, unclear, and non-transparent, while SEWP is viewed as fast, reliable, and highly supportive.

Across all 11 survey questions, NASA SEWP outperforms GSA by margins so large they indicate a systemic trust gap.

Contractors overwhelmingly:

- Trust SEWP (97% high or very high confidence)
- Distrust GSA (86% low or very low confidence)
- Are satisfied with SEWP's speed (100% high or very high)
- Are dissatisfied with GSA's speed (93% low or very low)
- Find SEWP clear and consistent (95%)
- Find GSA unclear and inconsistent (88%)
- View SEWP as transparent (93%)
- View GSA as not transparent (83%)
- Plan to continue with SEWP (100%)
- Are hesitant or unlikely to continue with GSA (38% unlikely/very unlikely)
- Prefer NASA's SEWP as their future partner (93%)

Implications

The trust gap is extreme and systemic as the results show dissatisfaction and a collapse of confidence in GSA's IT Acquisition program processes. The NASA SEWP program's reputation for speed, clarity, and transparency is validated by near unanimous contractor approval.

GSA's issues are consistent across all categories, and the same themes appear repeatedly:

- Slow
- Opaque
- Inconsistent
- Unclear
- Difficult to work with

This consistency suggests structural or cultural issues, not isolated problems.

With 38% unlikely to continue with GSA and 0% preferring it for future acquisitions, GSA risks losing relevance in the IT procurement ecosystem whereby the data shows a NASA program that is mature, predictable, efficient, and transparent. The structure and cultural issues present at GSA will negatively impact GSA's ability to manage this model. The implications will affect the entire marketplace for all stakeholders involved.

Stakeholder Conclusions

Government Contractors – NASA's SEWP is clearly the more reliable and efficient channel for IT products and services.

GSA - Improvements must focus on:

- Faster processing
- Clearer requirements
- Better communication
- More consistent decision-making

Federal Buyers - If contractor participation in GSA declines, buyers may face:

- Smaller catalogs
- Slower acquisition cycles
- Reduced competition

NASA's SEWP - The program's strong reputation is an asset, but also a responsibility to maintain high standards as demand grows.

OFPP & NASA – Moving this program from NASA to GSA will have significant, consequential, negative impacts for the entire government marketplace.

NASA SEWP VI Awardees –The forthcoming decisions will have implications for significantly more contract holders who are expecting an award.

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