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**NEWS
RELEASE**

08/ 20/ 2026

City of El Paso Launches Survey to Strengthen Vendor Services

Vendor Feedback Will Help Guide Improvements to City Procurement Processes

EL PASO, Texas—The City of El Paso Purchasing & Strategic Sourcing Department is taking another step to improve the services and support provided to vendors by launching a survey focused on their experiences with City procurement.

The survey will help the City better understand what is working, where vendors encounter challenges and how procurement processes and policies can be improved. The feedback will be collected and summarized to guide continuous improvements and make it easier for vendors to do business with the City.

“Providing vendors with clear, simple and efficient service is essential to supporting a strong procurement program,” said Purchasing & Strategic Sourcing Director Claudia A. Garcia. “The vendors who work with our processes are in the best position to tell us where our processes can improve. Their feedback will help us strengthen our services and create a more accessible and easier procurement experience.”

The online survey takes less than 10 minutes to complete and is open through **Friday, September 18, 2026**.

Vendors may [complete the online survey](#).

Survey respondents may also volunteer to participate in interactive focus group discussions with the City’s third-party consultant in September. The discussions will give vendors an additional opportunity to expand on their experiences and offer ideas for improving City procurement services. Interested respondents can indicate their willingness to participate through the survey.

For questions or concerns, email VendorManagement@elpasotexas.gov.

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