

## CASE STUDY 36C25724Q1005

Client: El Paso VA Health Care System Police Services  
Contractor: Topsarge Business Solutions (TBS)  
Program Focus: Monitoring/Surveillance and Maintenance Services



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# MONITORING/SURVEILLANCE AND MAINTENANCE SERVICES

## OBJECTIVE

The primary objectives of the project include ensuring operational excellence by delivering uninterrupted security system monitoring and maintenance to safeguard VA facilities. Additionally, Topsarge Business Solutions aimed to adhere to all regulatory standards, complying with federal and local guidelines for security system services. Another critical objective was to provide cost-effective solutions by delivering high-quality services within the proposed budget while optimizing value for the Department of Veterans Affairs.

## SCOPE OF WORK

The scope of work involved continuous monitoring and surveillance of alarm, signal, and security detection systems. Topsarge Business Solutions provided scheduled preventative maintenance to ensure optimal performance and reduce downtime. The company also ensured timely response to malfunctions and efficient repair of security equipment to maintain system reliability. Moreover, 24/7 technical support was available to address and resolve any technical issues promptly.

## DELIVERABLES

The deliverables included real-time surveillance to identify and mitigate potential risks through continuous security system monitoring. Topsarge Business Solutions provided monthly maintenance reports detailing system performance and any corrective actions taken. System updates were implemented as needed to keep security systems current and effective. Additionally, on-demand support was available for critical situations requiring immediate attention.

## PROJECT OUTCOMES

The project resulted in enhanced security operations through continuous monitoring and maintenance of security systems, ensuring the protection of assets, personnel, and facilities. Topsarge Business Solutions ensured consistent performance of security equipment through proactive maintenance and swift repair response. The project was completed cost-efficiently, delivering high-quality services within the allocated budget and minimizing unnecessary expenditures. By meeting all contractual obligations, the company strengthened trust and collaboration with the Department of Veterans Affairs.

## CONCLUSION

Topsarge Business Solutions, LLC demonstrated its expertise in security systems management by providing tailored solutions that align with the El Paso VA Health Care System's unique requirements. The successful implementation of this contract underscores the company's commitment to excellence and its ability to deliver mission-critical services to government agencies.

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