PROJECT PROPOSAL

MediQueue Pro – Hospital Queue Management System

Submitted By:
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Date: _____

1. Executive Summary

Healthcare facilities face increasing challenges in managing patient flow, reducing waiting times, and maintaining operational efficiency. MediQueue Pro is a comprehensive hospital queue management system designed to streamline patient handling across departments, improve service delivery, and enhance the overall patient experience.

This proposal outlines the technical scope, implementation approach, and cost structure for the development, deployment, and support of the MediQueue Pro Hospital Queue Management System.

Total Project Investment: KES 1,800,000

2. Project Objectives

- Improve patient flow and reduce waiting times
- Enable real-time queue monitoring and control
- Support multi-department hospital operations
- Enhance transparency and efficiency in service delivery
- Provide intuitive administrative controls
- Ensure scalability, reliability, and security

3. Scope of Work

The scope of this project includes system design, development, deployment, training, and post-implementation support. The system will be delivered as a fully functional, hospital-ready solution customized to institutional workflows.

4. Technical Solution Overview

4.1 Frontend Development & UI/UX Components – KES 320,000
Responsive patient and administrator interfaces with accessibility and mobile support.

4.2 JavaScript Functionality Engine – KES 285,000
Core logic for queue sequencing, automation, and administrative control.

4.3 Backend & Data Management System – KES 420,000
Secure data storage, analytics, reporting, and audit trails.

4.4 Hospital Integration Features – KES 310,000
Departmental routing, workflow optimization, and customization.

4.5 Real-Time Communication System – KES 220,000
Live displays, announcements, and notification systems.

4.6 System Infrastructure & Deployment – KES 245,000
Environment setup, deployment, documentation, and support.

4.7 Training & Implementation – KES 200,000
Staff training, on-site setup, and go-live support.

5. Project Cost Summary
Frontend Development & UI/UX: KES 320,000

JavaScript Functionality Engine: KES 285,000

Backend & Data Management: KES 420,000

Hospital Integration Features: KES 310,000

Real-time Communication System: KES 220,000

System Infrastructure & Deployment: KES 245,000

Training & Implementation: KES 200,000

TOTAL PROJECT COST: KES 1,800,000

6. Technical Specifications
Core Features:
- Multi-department queue management
- Real-time ticket generation
- Admin control dashboard
- Voice announcement system
- Reporting & analytics
- Manual overrides
- Ticket printing
- Mobile-responsive design

System Requirements:

- Browsers: Chrome 80+, Firefox 75+, Safari 13+
- Resolution: 1024x768 minimum (supports 4K)
- Network: Hospital LAN/Wi-Fi
- Printers: Thermal or standard receipt printers
- Audio: PA system integration
- Database: MySQL / PostgreSQL

7. Support & Warranty

The project includes a six (6) month warranty and support period covering:
- Phone and email technical support
- System updates and patches
- Emergency bug fixes
- User manuals and documentation

8. Estimated Implementation Timeline

System Development & Customization: 8–10 weeks
Deployment & Configuration: 1–2 weeks
Training & Go-live Support: 1 week

Total Estimated Duration: 10–13 weeks

9. Conclusion

MediQueue Pro offers a scalable, reliable, and hospital-ready queue management solution that improves operational efficiency, enhances patient experience, and supports staff productivity. We look forward to partnering with your institution.

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