

MediQueue Pro - Hospital Queue Management System Pricing Proposal

Executive Summary

MediQueue Pro is a comprehensive hospital queue management system designed to streamline patient flow, reduce wait times, and enhance overall hospital efficiency. This document outlines the updated pricing structure based on current hardware market rates in Kenya.

SYSTEM OVERVIEW

MediQueue Pro transforms traditional hospital queuing systems by digitizing the entire patient journey from registration to service delivery. The system reduces patient wait times by up to 60%, improves staff efficiency by 45%, and enhances patient satisfaction scores significantly.

PRICING STRUCTURE

Option 1: Complete Package Solution

Total Investment: KES 1,025,000

Component	Price (KES)	Description
Base System Software	375,000	Core queue management platform
Hardware Package	560,000	Updated realistic hardware costs
Installation & Training	75,000	On-site setup and staff training

Component	Price (KES)	Description
1-Year Support	45,000	Technical support and updates
TOTAL	1,025,000	One-time investment

Option 2: Modular Implementation

Choose only the modules you need

CORE MODULES BREAKDOWN

1. Patient Interface Module

Price: KES 127,500

Features Included:

- Digital ticket generation system
- Real-time queue position display
- Multiple language support
- Patient notification system
- Mobile ticket integration

Business Value:

- Reduces front desk congestion by 70%
- Eliminates paper ticket costs
- Improves patient first impression

2. Admin Dashboard Module

Price: KES 142,500

Features Included:

- Real-time queue monitoring
- Staff performance analytics
- Multi-counter management
- Priority patient handling
- Queue redistribution tools

Business Value:

- Reduces administrative workload by 50%
- Provides data-driven decision making
- Enables efficient resource allocation

3. Voice Announcement System

Price: KES 97,500

Features Included:

- Automated voice calls
- Multiple language support
- Custom announcement creation
- Integration with display systems
- Emergency broadcast capability

Business Value:

- Reduces missed calls by 90%
- Supports visually impaired patients
- Enhances overall patient experience

4. Reporting & Analytics Module

Price: KES 112,500

Features Included:

- Daily performance reports
- Patient flow analytics
- Staff efficiency metrics
- Peak hour identification
- Custom report generation

- Export to Excel/PDF

Business Value:

- Identifies operational bottlenecks
- Measures ROI accurately
- Supports strategic planning

5. Multi-Branch Management

Price: KES 82,500

Features Included:

- Centralized monitoring
- Branch performance comparison
- Standardized reporting
- Remote configuration
- Consolidated analytics

Business Value:

- Essential for hospital chains
- Standardizes patient experience
- Centralized control

HARDWARE PACKAGES (UPDATED PRICING)

Basic Hardware Package: KES 560,000

Item	Quantity	Unit Price (KES)	Total (KES)
Computer System	2	100,000	200,000
32" Display Screens	4	50,000	200,000
Thermal Ticket Printers	3	40,000	120,000

Item	Quantity	Unit Price (KES)	Total (KES)
Sound System	1	30,000	30,000
Cables & Accessories	-	-	10,000
TOTAL			560,000

Advanced Hardware Package: KES 880,000

Item	Quantity	Unit Price (KES)	Total (KES)
High-spec Computer	3	120,000	360,000
43" Display Screens	6	55,000	330,000
Thermal Ticket Printers	5	40,000	200,000
Premium Sound System	1	45,000	45,000
Network Equipment	-	-	25,000
Cables & Accessories	-	-	20,000
TOTAL			880,000

Enterprise Hardware Package: KES 1,250,000

Item	Quantity	Unit Price (KES)	Total (KES)
Server + Workstations	4	150,000	600,000
55" Display Screens	8	65,000	520,000
Thermal Ticket Printers	6	40,000	240,000
Zone Sound System	1	70,000	70,000
Network Infrastructure	-	-	50,000

Item	Quantity	Unit Price (KES)	Total (KES)
UPS Backup	2	35,000	70,000
TOTAL			1,250,000

IMPLEMENTATION SERVICES

Standard Implementation: KES 75,000

- On-site system installation
- Staff training (2 sessions)
- Basic configuration
- 30-day hand-holding support
- Documentation provided

Premium Implementation: KES 120,000

- Comprehensive installation
 - Extended staff training
 - Workflow optimization
 - 90-day enhanced support
 - Customization services
 - Performance benchmarking
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SUPPORT & MAINTENANCE PLANS

Basic Support Plan: KES 45,000/year

- Phone and email support
- Software updates

- Bug fixes
- Remote troubleshooting
- 9 AM - 5 PM support hours

Premium Support Plan: KES 75,000/year

- 24/7 priority support
- Guaranteed 2-hour response
- On-site emergency support
- Quarterly system health checks
- Feature enhancement requests

Enterprise Support Plan: KES 120,000/year

- Dedicated account manager
 - 24/7 premium support
 - Monthly performance reviews
 - Custom feature development
 - Training refresh sessions
 - System optimization services
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COMPLETE PACKAGE OPTIONS

Silver Package: KES 1,025,000

- All 5 Software Modules
- Basic Hardware Package
- Standard Implementation
- 1 Year Basic Support

Gold Package: KES 1,470,000

- All 5 Software Modules
- Advanced Hardware Package
- Premium Implementation

- 2 Years Premium Support

Platinum Package: KES 1,935,000

- All 5 Software Modules
 - Enterprise Hardware Package
 - Premium Implementation
 - 3 Years Enterprise Support
 - Custom Features Development
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PAYMENT OPTIONS

Option A: Full Payment

- 3% discount on total package
- Priority implementation scheduling
- 2 extra months of free support

Option B: 50-50 Payment

- 50% upfront, 50% after installation
- Standard implementation timeline
- Regular support terms apply

Option C: Quarterly Installments

- 30% upfront, then 4 quarterly payments
 - 5% administrative fee applies
 - Suitable for budget-conscious facilities
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RETURN ON INVESTMENT ANALYSIS

Cost Savings Projection

Area	Monthly Saving	Annual Saving
Reduced Staff Overtime	KES 35,000	KES 420,000
Paper & Printing Costs	KES 12,000	KES 144,000
Improved Efficiency	KES 50,000	KES 600,000
Better Resource Utilization	KES 20,000	KES 240,000
Reduced Patient Wait Times	KES 25,000	KES 300,000
TOTAL ANNUAL SAVINGS	KES 142,000	KES 1,704,000

Payback Period

- **Silver Package Cost:** KES 1,025,000
 - **Annual Savings:** KES 1,704,000
 - **Payback Period:** ~7 months
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WHY CHOOSE MEDIQUEUE PRO?

1. **Proven Technology** - Used by 50+ hospitals in East Africa
 2. **Local Support** - Kenyan-based technical team
 3. **Customizable** - Tailored to your hospital's workflow
 4. **Scalable** - Grows with your institution
 5. **Cost-Effective** - Rapid ROI and ongoing savings
 6. **Hardware Quality** - Premium equipment with local warranty
 7. **Premium Service** - Enhanced implementation and support services
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VALUE-ADDED SERVICES INCLUDED

Enhanced Implementation Benefits

- Dedicated project manager
- Custom workflow analysis
- Staff change management support
- Performance optimization
- Extended training materials

Premium Support Features

- Faster response times
 - Proactive system monitoring
 - Regular health checks
 - Priority feature requests
 - Dedicated technical account manager
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NEXT STEPS

1. **Schedule Demo** - 30-minute online demonstration
 2. **Needs Assessment** - Free workflow analysis
 3. **Custom Quotation** - Tailored to your specific requirements
 4. **Implementation Planning** - Smooth transition timeline
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CONTACT INFORMATION

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Note: All prices are exclusive of 16% VAT. Hardware prices based on current market rates from authorized dealers. Service prices reflect enhanced implementation and support quality. Prices valid for 30 days from proposal date. Custom quotations available for specific requirements