**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 |
| **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 |
| 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 |
| 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

**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

**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

**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

**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

**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

**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

**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

**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*