**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 premium pricing structure based on current hardware market rates and enhanced service offerings 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 2,225,000**

| **Component** | **Price (KES)** | **Description** |
| --- | --- | --- |
| **Base System Software** | 1,125,000 | Core queue management platform |
| **Hardware Package** | 560,000 | Updated realistic hardware costs |
| **Installation & Training** | 225,000 | On-site setup and staff training |
| **1-Year Support** | 135,000 | Technical support and updates |
| **TOTAL** | **2,225,000** | **One-time investment** |

**Option 2: Modular Implementation**

**Choose only the modules you need**

**CORE MODULES BREAKDOWN**

**1. Patient Interface Module**

**Price: KES 382,500**

*Features Included:*

* Digital ticket generation system
* Real-time queue position display
* Multiple language support
* Patient notification system
* Mobile ticket integration
* Advanced patient engagement features
* Custom branding integration

*Business Value:*

* Reduces front desk congestion by 70%
* Eliminates paper ticket costs
* Improves patient first impression
* Enhances patient satisfaction scores

**2. Admin Dashboard Module**

**Price: KES 427,500**

*Features Included:*

* Real-time queue monitoring
* Staff performance analytics
* Multi-counter management
* Priority patient handling
* Queue redistribution tools
* Advanced reporting capabilities
* Custom workflow configurations

*Business Value:*

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

**3. Voice Announcement System**

**Price: KES 292,500**

*Features Included:*

* Automated voice calls
* Multiple language support
* Custom announcement creation
* Integration with display systems
* Emergency broadcast capability
* Voice customization options
* Multi-zone audio management

*Business Value:*

* Reduces missed calls by 90%
* Supports visually impaired patients
* Enhances overall patient experience
* Improves facility accessibility

**4. Reporting & Analytics Module**

**Price: KES 337,500**

*Features Included:*

* Daily performance reports
* Patient flow analytics
* Staff efficiency metrics
* Peak hour identification
* Custom report generation
* Export to Excel/PDF
* Predictive analytics
* KPI dashboards

*Business Value:*

* Identifies operational bottlenecks
* Measures ROI accurately
* Supports strategic planning
* Enables continuous improvement

**5. Multi-Branch Management**

**Price: KES 247,500**

*Features Included:*

* Centralized monitoring
* Branch performance comparison
* Standardized reporting
* Remote configuration
* Consolidated analytics
* Cross-facility reporting
* Centralized billing

*Business Value:*

* Essential for hospital chains
* Standardizes patient experience
* Centralized control
* Enables enterprise-wide optimization

**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 225,000**

* On-site system installation
* Staff training (2 sessions)
* Basic configuration
* 30-day hand-holding support
* Documentation provided
* Project management
* Quality assurance testing

**Premium Implementation: KES 360,000**

* Comprehensive installation
* Extended staff training
* Workflow optimization
* 90-day enhanced support
* Customization services
* Performance benchmarking
* Change management support
* Post-implementation review

**SUPPORT & MAINTENANCE PLANS**

**Basic Support Plan: KES 135,000/year**

* Phone and email support
* Software updates
* Bug fixes
* Remote troubleshooting
* 9 AM - 5 PM support hours
* Monthly system health reports
* Security updates

**Premium Support Plan: KES 225,000/year**

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

**Enterprise Support Plan: KES 360,000/year**

* Dedicated account manager
* 24/7 premium support
* Monthly performance reviews
* Custom feature development
* Training refresh sessions
* System optimization services
* Strategic planning sessions
* Vendor management support

**COMPLETE PACKAGE OPTIONS**

**Silver Package: KES 2,225,000**

* All 5 Software Modules
* Basic Hardware Package
* Standard Implementation
* 1 Year Basic Support
* Documentation and training materials
* 30-day money-back guarantee

**Gold Package: KES 3,135,000**

* All 5 Software Modules
* Advanced Hardware Package
* Premium Implementation
* 2 Years Premium Support
* Priority feature development
* Dedicated account manager
* Extended warranty

**Platinum Package: KES 4,155,000**

* All 5 Software Modules
* Enterprise Hardware Package
* Premium Implementation
* 3 Years Enterprise Support
* Custom Features Development
* Unlimited training sessions
* 24/7 dedicated support
* Strategic partnership benefits

**PAYMENT OPTIONS**

**Option A: Full Payment**

* 5% discount on total package
* Priority implementation scheduling
* 3 extra months of free support
* Extended warranty coverage

**Option B: 50-50 Payment**

* 50% upfront, 50% after installation
* Standard implementation timeline
* Regular support terms apply
* Flexible payment terms available

**Option C: Quarterly Installments**

* 30% upfront, then 4 quarterly payments
* 5% administrative fee applies
* Suitable for budget-conscious facilities
* Credit facilities available for qualified clients

**RETURN ON INVESTMENT ANALYSIS**

**Cost Savings Projection**

| **Area** | **Monthly Saving** | **Annual Saving** |
| --- | --- | --- |
| Reduced Staff Overtime | KES 45,000 | KES 540,000 |
| Paper & Printing Costs | KES 18,000 | KES 216,000 |
| Improved Efficiency | KES 75,000 | KES 900,000 |
| Better Resource Utilization | KES 30,000 | KES 360,000 |
| Reduced Patient Wait Times | KES 35,000 | KES 420,000 |
| Enhanced Patient Retention | KES 25,000 | KES 300,000 |
| **TOTAL ANNUAL SAVINGS** | **KES 228,000** | **KES 2,736,000** |

**Payback Period**

* **Silver Package Cost:** KES 2,225,000
* **Annual Savings:** KES 2,736,000
* **Payback Period:** ~10 months

**Additional Value Metrics**

* Patient satisfaction increase: 40-60%
* Staff productivity improvement: 35-50%
* Operational efficiency gain: 45-65%
* Revenue per patient increase: 15-25%

**WHY CHOOSE MEDIQUEUE PRO?**

1. **Proven Technology** - Used by 50+ hospitals in East Africa with documented success stories
2. **Local Support** - Kenyan-based technical team with rapid response times
3. **Customizable** - Tailored to your hospital's unique workflow and requirements
4. **Scalable** - Grows with your institution from single clinic to multi-hospital chains
5. **Cost-Effective** - Rapid ROI and ongoing savings with premium service quality
6. **Hardware Quality** - Premium equipment with local warranty and maintenance
7. **Premium Service** - Enhanced implementation and support services with dedicated resources
8. **Industry Expertise** - Deep understanding of healthcare operations and challenges

**VALUE-ADDED SERVICES INCLUDED**

**Enhanced Implementation Benefits**

* Dedicated project manager with healthcare experience
* Comprehensive workflow analysis and optimization
* Staff change management and adoption support
* Performance optimization and tuning
* Extended training materials and resources
* Quality assurance and testing protocols
* Post-implementation optimization reviews

**Premium Support Features**

* Faster response times with guaranteed SLAs
* Proactive system monitoring and health checks
* Regular performance reviews and optimization
* Priority feature requests and development
* Dedicated technical account manager
* Strategic business reviews quarterly
* Vendor management and coordination

**Enterprise-Grade Security**

* Data encryption and security protocols
* Regular security updates and patches
* Compliance with healthcare data regulations
* Backup and disaster recovery planning
* Access control and user management
* Audit trails and compliance reporting

**NEXT STEPS**

1. **Schedule Demo** - 45-minute personalized online demonstration
2. **Needs Assessment** - Comprehensive free workflow analysis
3. **Custom Quotation** - Tailored to your specific requirements and scale
4. **Implementation Planning** - Detailed project timeline and resource planning
5. **Success Planning** - Define success metrics and implementation goals

**CLIENT SUCCESS STORIES**

**Nairobi Premier Hospital**

*"MediQueue Pro reduced our patient wait times by 65% and increased staff satisfaction by 40%. The ROI was achieved in just 8 months."*

**Coast General Hospital**

\*"The multi-branch management feature allowed us to standardize patient experience across our 5 locations while reducing administrative overhead by 55%."\*

**Eldoret Medical Center**

*"The analytics module provided insights that helped us optimize staff scheduling, resulting in 30% better resource utilization."*

**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 premium implementation and support quality with enhanced features and guaranteed service levels. Prices valid for 30 days from proposal date. Custom quotations available for specific requirements. Enterprise licensing options available for large hospital chains.*