

Questions for an AI solution provider

A vendor-neutral checklist for comparing proposals, products and delivery approaches.

Data and access

- ☐ What data are required and which fields can be excluded?
- ☐ Where are data processed and stored?
- ☐ How are user roles and source-system permissions enforced?
- ☐ Are our data used to train third-party models?
- ☐ How are data deleted after the engagement?

Quality and control

- ☐ Which control examples are used for evaluation?
- ☐ Which error types are tracked separately?
- ☐ How does an answer reference its source?
- ☐ Which actions require human approval?
- ☐ What are the shutdown and rollback conditions?

Architecture and dependency

- ☐ Which integrations are required for pilot and operation?
- ☐ What happens when a model or source is unavailable?
- ☐ How are models, prompts, rules and sources versioned?
- ☐ Which components can be replaced independently?
- ☐ What documentation and knowledge does our team receive?

Acceptance and support

- ☐ Where does the pilot end and production begin?
- ☐ Who monitors quality after launch?
- ☐ How are incidents recorded and investigated?
- ☐ Which assumptions are outside the proposal?
- ☐ Which outputs remain our property?

Notes

Critical answers and open questions

Ask the provider to record material answers in documentation or the contract when they affect acceptance and risk.