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## AI Vendor Question Bank

These are questions I would bring to a conversation about a new tool, an AI feature in existing software, a renewal, or a change in how we use a product. You won't need all forty for every proposal. Choose the ones that help your team understand the decision and its possible consequences. Some answers will need to come from your own organization.

Keep a record of the answers, including the date, product version or configuration, and supporting documents. If something remains unanswered, name who will follow up. Be clear about whether you're discussing a feature available today or one still being developed, and whether a claimed benefit has been measured or is an estimate. Where you need a commitment from the vendor, check how it appears in the agreement. Answering the questions helps us make a decision; it doesn't give the tool approval to be used.

### What Are We Considering?

- ☐ 1. What problem is this product designed to help with? What uses are outside its scope?
- ☐ 2. What does it produce or predict, and what are we expected to do with the result?
- ☐ 3. Which features would we get now? Which require another purchase, work by our team, or a future release?
- ☐ 4. What can it read, change, send, or set in motion on its own? Where does a person have to approve an action?

- ☐ 5. What would it need from our systems, information, and staff to work as intended?

## What Supports the Claims?

- ☐ 6. Can we review the evidence for each claimed benefit, including the methods, limitations, and product version tested?
- ☐ 7. Who did the evaluation and paid for it? What part did the vendor play in the study and its reporting?
- ☐ 8. What was the product compared with, and what improved? Was that accuracy, time, cost, patient outcomes, or another result?
- ☐ 9. Which people and settings were included? Where has performance been weaker or left untested, including across languages and working conditions?
- ☐ 10. What errors do you know about, and how were they found? How would our staff recognize and respond to them?

## Would It Fit Our Work?

- ☐ 11. How does our intended use differ from the uses already evaluated? What do we still need to investigate?
- ☐ 12. What could we evaluate before committing, and what would that require from each team? Include the information we'd use, permission to use it, and the time, expertise, and cost involved.
- ☐ 13. Can you show us an ordinary task and one where something goes wrong? We'd want to see what happens with missing or conflicting information, using examples we can examine safely.
- ☐ 14. What would we need to fix or prepare first, including data, connections, or parts of our current process?
- ☐ 15. What would the evaluation need to show before we went further? What findings would make us stop or change the plan?

## How Would We Introduce It?

- ☐ 16. What will your team do during implementation, and what will ours do? Who is responsible for each part?
- ☐ 17. How will staff help shape the plan? Where patients, caregivers, or community members are affected, how will we hear from them while changes are still possible?
- ☐ 18. What training and practice will people need for their different responsibilities? How will we prepare someone who joins after launch?
- ☐ 19. Who will check outputs and handle exceptions? What knowledge, information, and time will they need?
- ☐ 20. How will we explain the change and respond to people's concerns? What will staff do when the tool is unavailable or can't help with a task?

## What Happens to Our Information?

- ☐ 21. What information comes in and goes out? Where is it processed and stored, and who can access it, including other providers you use?
- ☐ 22. How do we control and check people's access and the product's connections to our systems?
- ☐ 23. How long do you keep the information, and what can you use it for? Can it be used to improve products or models, and what choices do we have?
- ☐ 24. What can you provide for our privacy and security review, including agreements and evidence of how the protections work?
- ☐ 25. If information is exposed or accessed inappropriately, how would we be told? How would our teams investigate and address it together?

## What Would It Cost, and What Have Others Learned?

- ☐ 26. What would we pay at the start and over time? What could change the bill, including usage, minimum commitments, and renewal terms?
- ☐ 27. What costs would fall to us outside your price? Include connecting systems, preparing staff, reviewing outputs, monitoring, support, and moving from our current process.
- ☐ 28. Which benefits have been measured and which are estimates? What would have to happen here for us to see the expected savings or improvements?
- ☐ 29. Can we speak with customers doing similar work with this version, including people who use it daily and teams that had difficulties?
- ☐ 30. What did those customers have to change? What work remained, and how did they resolve implementation or support problems?

## What Happens After Launch?

- ☐ 31. What information will you give us to judge how the tool is working, including errors and activity records? What will we have to collect ourselves?
- ☐ 32. Who do we contact for help, and how quickly should we expect a response? What happens with an urgent problem or one outside support hours, and does any of that cost extra?
- ☐ 33. Which product or service changes will you tell us about, and how much notice will we have? What evaluation will you share for changes to a model or feature?
- ☐ 34. Can we evaluate an update before using it, delay it, limit its use, or return to the earlier version? Where do those options have limits?
- ☐ 35. Who can pause the tool, and what happens to work already underway? What would need to be checked before restarting?

## What Are We Agreeing To?

- ☐ **36.** Which promises about performance, support, and our information will be in the agreement? What limits or exclusions apply?
- ☐ **37.** If the product doesn't meet the agreement, what can we do? How do the renewal and termination terms affect our options?
- ☐ **38.** If we leave, what data, outputs, records, and settings can we take with us? In what format, how soon, and at what cost?
- ☐ **39.** What would you delete, what would you keep, and how would we confirm that? How does the agreement address information already used to develop or improve models?
- ☐ **40.** What would each team need to do so we could continue the service while moving away from the product? Include access to records, staff preparation, and unfinished work.

Take unanswered questions back to the team making the decision. If an answer could change whether or how you proceed, explain that before the next step. Assign the follow-up to someone who can resolve it, bringing in the specialists the question requires.