

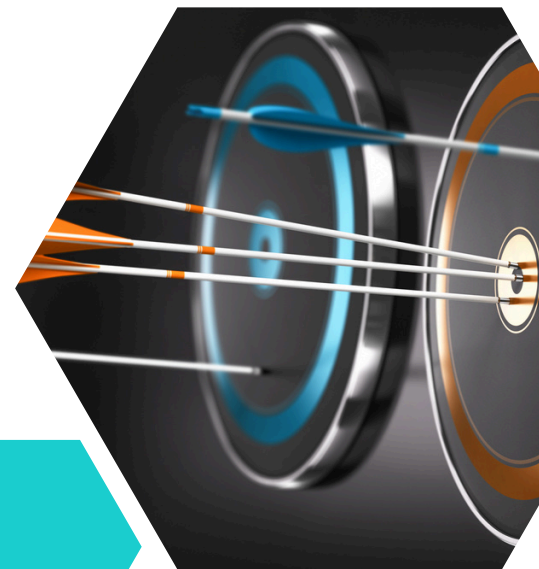


# VENDOR SELECTION CHECKLIST: AI 2025

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When vetting vendors, HR tech buyers should prioritize their unique organizational needs, ensuring the solution not only has advanced AI capabilities but is also ethically designed, user-friendly, offers value for the money, and is a financially sound organization.

### **General Questions:**

- \_\_\_What specific AI technologies does your product incorporate?
- \_\_\_Can you provide case studies or examples of how your AI has been successfully used in similar organizations or industries?
- \_\_\_What benefits can we expect from your AI features as compared to non-AI solutions?
- \_\_\_How do you distinguish between traditional AI and more advanced generative or agentic AI in your solution?
- \_\_\_What is your roadmap for incorporating emerging AI capabilities in the next 12-24 months?

### **Functionality & Integration:**

- \_\_\_How does the AI feature integrate with the existing functionalities of your product?
- \_\_\_Is the AI embedded within the product? If not, can the AI components integrate seamlessly with our current HR systems and other enterprise software?
- \_\_\_How customizable are the AI features to suit our organization's unique needs?
- \_\_\_Can your generative AI tools be fine-tuned with our organizational data and terminology?
- \_\_\_What APIs or interfaces do you provide for agentic AI to interact with other enterprise systems?

### **Data Handling & Processing:**

- \_\_\_What type of data is required for the AI to operate optimally?
- \_\_\_How is data sourced, and can we use our historical HR data?
- \_\_\_How does your system ensure the data quality feeding into the AI?
- \_\_\_How do you handle data attribution and copyright concerns with generative AI outputs? \_\_\_What mechanisms exist to prevent training data leakage across customer environments?

### **Ethics & Bias:**

- \_\_\_How do you handle potential biases in your AI algorithms, especially in sensitive areas like recruitment?
- \_\_\_What steps have you taken to ensure the AI operates ethically and transparently?
- \_\_\_Can the AI's decisions be easily explained and understood by HR professionals?
- \_\_\_What guardrails exist to prevent harmful, discriminatory, or inappropriate AI-generated content?
- \_\_\_How do you ensure human oversight for autonomous AI decisions and recommendations?

### **Security & Compliance:**

- \_\_\_How do you ensure the security of our data when using AI functionalities?
- \_\_\_Is the AI component compliant with relevant data protection and privacy regulations (e.g., GDPR, CCPA)?
- \_\_\_What safeguards are in place to prevent misuse or unauthorized access to AI-driven insights?
- \_\_\_How do you manage prompt injection vulnerabilities with generative AI systems?
- \_\_\_What security measures protect against adversarial attacks on your AI models?

**Scalability & Performance:**

- \_\_\_ How scalable is the AI feature, especially if our organization grows or data volume increases?
- \_\_\_ What are the hardware and software requirements to ensure optimal performance of the AI functionalities?
- \_\_\_ How do you handle updates and improvements to the AI component without causing disruptions?
- \_\_\_ What is the latency for real-time generative AI responses in your system?
- \_\_\_ How efficiently can your agentic AI complete complex multi-step workflows?

**Support & Training:**

- \_\_\_ What type of training and support do you provide to help our HR team utilize the AI features effectively?
- \_\_\_ How regularly do you update your AI algorithms, and how are customers informed and trained on these updates?
- \_\_\_ Do you have a dedicated team to address AI-specific issues or concerns?
- \_\_\_ What guidance do you provide for crafting effective prompts for generative AI components?
- \_\_\_ How do you help users understand when to trust AI outputs versus seeking human confirmation?

**Cost Implications:**

- \_\_\_ How is the AI functionality priced? Is it separate from the core product or bundled?
- \_\_\_ Are there any additional costs related to data storage, processing, or third-party integrations related to AI?
- \_\_\_ What are the potential ROI and long-term cost savings we can expect from incorporating AI into our HR processes?
- \_\_\_ How do you structure pricing for variable compute loads from generative AI features?
- \_\_\_ What is the expected resource utilization for agentic AI workflows compared to manual processes?

**Feedback & Continuous Learning:**

- \_\_\_ How does your AI system adapt to feedback and continuously improve its algorithms?
- \_\_\_ Can we easily adjust or refine AI outputs based on our organizational preferences?
- \_\_\_ How regularly is the AI model trained with new data, and can we contribute to or influence this training process?
- \_\_\_ What human feedback mechanisms are built into your generative AI systems?
- \_\_\_ How does your agentic AI learn from successful and unsuccessful task executions?

**Vendor's AI Expertise:**

- \_\_\_ What is your company's experience in developing and deploying AI technologies?
- \_\_\_ Do you collaborate with any academic or research institutions for AI development?
- \_\_\_ How do you stay updated with the latest advancements in AI and ensure that your product remains at the forefront?
- \_\_\_ What LLM architectures power your generative AI features, and how do you select them?
- \_\_\_ What specific expertise do you have in developing autonomous agentic systems?

### **Generative AI Capabilities:**

- \_\_\_How does your solution leverage generative AI for content creation and problem-solving?
- \_\_\_What controls do we have over the style, tone, and format of AI-generated content?
- \_\_\_How do you address hallucinations and factual accuracy in generative outputs?
- \_\_\_What retrieval-augmented generation capabilities do you offer to ground AI outputs in factual information?
- \_\_\_How can we customize the knowledge base that your generative AI draws from?

### **Agentic AI & Automation:**

- \_\_\_What level of autonomy does your AI agents have in executing complex tasks?
- \_\_\_How do your AI agents handle decision-making when facing ambiguity or exceptions?
- \_\_\_What monitoring and override capabilities exist for AI agent activities?
- \_\_\_How do multiple AI agents coordinate with each other in your system?
- \_\_\_What mechanisms prevent AI agents from taking unintended actions or exceeding their authority?



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