FREE CHECKLIST · FOR AUSTRALIAN BUSINESS

Questions to Ask a Software Vendor

Before you sign any quote. Ask in writing. A good vendor answers each one in a line.

By ProScale360. General information, not legal advice.

Send these questions to every vendor you are comparing, and put the answers side by side. The green column shows what a clear answer sounds like. The red column shows what should make you ask more.

#	Ask	A good answer sounds like	Ask more if you hear
AI			
1	**Which AI tools will you use on my project?**	Names the tools, and says where AI helps and where people do the work.	"We use our own AI" with no detail. Or "AI does everything."
2	**How has that changed your price?**	Shows the difference in the estimate.	"Nothing has changed." Ask why.
3	**Who checks AI-written work before I see it?**	A named role, with testing and review.	Nobody, or "it is automatic".
The quote			
4	**Is the quote itemised?**	Lines for each feature or phase, with what is included and excluded.	One number for everything.
5	**What is not included?**	A clear list.	"Everything is included."
6	**What counts as a change request, and how is it priced?**	A written rule, with examples and a price list.	Vague, or priced when it happens.
Proof			
7	**Can I see a working version before I pay in full?**	A pilot, prototype or demo.	No, or only after payment.
8	**Can I see something you have built, or talk to a client?**	Examples, with permission to contact.	None, or only screenshots.
People and progress			
9	**Who will work on my project?**	Roles and levels, with a named lead.	"A team."
10	**How will I see progress?**	A shared board or a regular demo.	Updates only when you chase.
Billing			
11	**Do I pay for waiting time, meetings or minimum hours?**	Only for work done. No minimum per task.	A minimum per task, or billed time with no description.
12	**Are third-party costs passed on at cost, with receipts?**	Yes, itemised.	A markup, or no receipts.

#	Ask	A good answer sounds like	Ask more if you hear
Ownership and leaving			
13	**Who owns the code, and whose name are the accounts in?**	You do, in writing. Hosting and domain accounts are in your name.	The vendor owns it until the final payment, or holds the accounts.
14	**What happens if we part ways?**	A handover with files and documentation.	No plan, or a fee to leave.
Support and your data			
15	**What do support and small upgrades cost?**	A clear price list for small changes.	A new quote every time.
16	**Where is my data held, and which AI tools see my customers' information?**	Names the location and the tools. Follows Australian privacy guidance.	"Don't worry about it."

How to use the answers. Count how many questions each vendor answered clearly and in writing. A vendor who answers all of them in a line is showing you how they will work. A vendor who avoids them is showing you something too.

How ProScale360 answers. We start with a free call and a free plan. We give you one itemised quote set around your budget. You see a pilot before you decide. You see who worked on it and you see progress as it happens. No minimum hours per task, no markup on third-party costs, and you own the code when the project ends. You never pay for idle time.

Book a free call at **proscale360.com**

Privacy note: before putting customer information into any AI tool, read the Office of the Australian Information Commissioner (OAIC) guidance on privacy and the use of commercially available AI products. This sheet is general information, not legal advice.