CORTEX LAB AI · CHECKLIST

What should you ask a chatbot vendor before you sign?

Write each vendor's answer in the columns. From our guide to AI chatbot costs in Singapore.

Get written answers to these nine questions:

#	QUESTION	VENDOR A	VENDOR B
1	What is the one-off fee, and what is the monthly fee after launch?		
2	Are Meta's WhatsApp fees included, passed through at cost, or marked up?		
3	Who pays for AI model usage, and is there a monthly cap?		
4	Who updates the answers when our prices change, how quickly, and is that included?		
5	What happens when the bot can't answer, and who receives the hand-off?		
6	Can we read every transcript, and who reviews wrong answers?		
7	Where is customer data stored, and is it used to train any model?		
8	If we leave, do we keep the knowledge base, the transcripts and the phone number?		
9	Is this package on IMDA's SMEs Go Digital list for EDGE's GenAI Customer Engagement Chatbot category, and if not, which EDGE activity, if any, would it fall under?		

A vendor who can't answer questions 2, 4 and 8 in writing is quoting you a partial price.

Full guide with sources: cortexlab-ai.tech/blog/ai-chatbot-cost-singapore · Checked 2026-10-05. General information, not legal advice.