

Service Description

for **Tender AI** by **From Zero to AI**

- - - dated 10th September 2024 - - -

1. General Overview

Tender AI is a software solution developed by **From Zero to AI** that integrates artificial intelligence (AI) to assist companies by making suggestions in response to business-specific questions based on their own knowledge bases. The product includes a Google Sheets add-on that allows users to input custom formulas to query their knowledge base and receive AI-generated suggestions directly within their spreadsheets. A lean web application also enables users to upload and manage their company's knowledge base.

2. Software Features

- **Google Sheets Add-on:** Users can submit queries through a custom formula in Google Sheets, and **Tender AI** generates suggestions based on the company's uploaded knowledge base. These suggestions are intended to assist users in decision-making but must be reviewed and approved by a human before any action is taken.
- **Knowledge Base Management:** Users can upload and manage their company-specific knowledge base through a web application. This data is used by the AI to formulate suggestions in response to user queries.
- **Integration with Large Language Model Providers:** **Tender AI** interacts with large language model (LLM) providers, such as OpenAI or Claude, to generate AI-powered suggestions. However, **From Zero to AI** ensures that data shared with these providers is not used for training or publication purposes.

3. Disclaimer and Responsibility

- **AI Limitations:** **Tender AI** may make mistakes, and its generated suggestions should not be submitted or used without thorough human review and approval. **From Zero to AI** does not guarantee the accuracy or correctness of the AI-generated suggestions. Users must exercise discretion when reviewing and using the results provided by the software.
- **Potential Sources of Errors:** Errors in suggestions may arise due to factors including, but not limited to:
 - Incorrect or incomplete data in the knowledge base.
 - "Hallucinations" by the LLM, where the model may generate content not found in the knowledge base.
- **User Responsibility:** Users are solely responsible for the questions they input into the system. Questions that may lead to potentially discriminatory, illegal, or otherwise inappropriate answers should not be asked. The usage guidelines of the LLM providers apply to all interactions with the AI.

4. Licensing and Cost Structure

Tender AI is available on a subscription basis, including:

- **Monthly Subscription:** A fixed monthly fee with a defined limit of answered questions.
- **Additional Queries:** Additional fees apply for queries exceeding the monthly quota.

5. Duration and Termination

- **Minimum Term:** The minimum contract term is six months, after which the subscription can be canceled by the client with one month's notice. **From Zero to AI** may terminate the contract with three months' notice.
- **No Reason Required:** Neither party is required to provide a reason for the cancellation.
- **Breach of EULA:** If the client breaches the terms of the EULA, **From Zero to AI** reserves the right to terminate the contract immediately.

5. Support and Updates

From Zero to AI provides general support and software updates on a best-effort basis. While updates are intended to improve the functionality of the software, the timing and availability of updates may vary. Support is provided for installation assistance and general troubleshooting, though response times and scope may depend on the complexity of the request.

6. Data Processing and Privacy

Tender AI does not collect personal data. It processes and stores questions, answers, and the knowledge base to ensure functionality. All data is securely stored and transmitted, with no sharing of data for commercial purposes. The data transmitted to large language model providers is strictly used for generating AI suggestions and is not used for model training or publishing.

7. Availability

Tender AI is available worldwide and can be accessed over the internet. The availability of the software is dependent on third-party services, including Google and large language model providers.

8. Liability Disclaimer

From Zero to AI assumes no liability for any direct or indirect damages, including data loss, business interruptions, or any other damages resulting from the use of **Tender AI**.