

AMENDMENT # 1

Invitation for Bid ElevenLabs Enterprise Subscription BPM053769 January 15, 2026

This Amendment is being issued to amend and clarify certain information contained in the above named IFB. All information contained herein is binding on all bidders who respond to this IFB. Specific parts of the IFB have been amended. The following changes/additions are listed below.

The following amendment is being made to the **SOLICITATION NO: BPM053769**

1) Key Information Summary Sheet Amended to reflect the following:

Closing Date and Time: 11:00 AM Eastern Standard Time (EST) on 1/23/2026

2) Section 2.2 Requirements Amended to reflect the following:

- (1) The vendor shall provide MHBE with a subscription to ElevenLabs' Tier A solution for a period of 12 months: February 1, 2026 - January 31, 2027.**

Tier A solution shall include the following ElevenLabs' products which MHBE can access during the term of this subscription:

- 1. Text-to-Speech**
- 2. Speech-to-Speech**
- 3. Speech-to-Text**
- 4. Instant Voice Cloning**
- 5. Voice Library**
- 6. Voice Design**
- 7. Agents**
- 8. Web Applicable and API**

(2) MHBE shall have access to the following ElevenLabs' models during the term of this subscription:

- 1. ElevenLabs Multilingual v2**
- 2. ElevenLabs Turbo v2.5**
- 3. ElevenLabs Turbo v2**
- 4. ElevenLabs Flash v2.5**
- 5. ElevenLabs Flash v2**
- 6. ElevenLabs Scribe v1**

(3) MHBE shall have access to the following ElevenLabs add-ons for the period of this subscription:

Add - On	Quantity
ConvAI Concurrency	30
Professional Voice Slot	3
Voice Slots (1,000 units)	30
Seats	5

3) Section 2.3 – Scope of Premier Success Package Amended to reflect:

MHBE requests Premier Success Package directly from Eleven Labs for the duration of this subscription. The following shall be provided as part of this to MHBE:

	Premier Support from ElevenLabs
First response time for priority 1 & 2 issues	3 hours (24/5)
Update frequency for priority 1 & 2 issues	Weekly
Slack or teams support access	Yes
Dedicated Customer Success Manager	Yes
Slack or teams channel with success team	Yes
Ongoing new user + new feature training	Yes
Priority access to new models and features	Yes

4) Section 5 Basis for Award Amended to reflect:

Note: The winning bidder will be responsible for completing the order form directly with ElevenLabs. MHBE won't be responsible for completing the order form with the winning bidder or with Eleven Labs to complete the order.

5) Section 6 General Information and Requirements Amended to reflect:

- The Contract resulting from this IFB shall commence as of the date of the full execution by the Parties and, from that date, run a full 12 months. The anticipated end date is at or around January 31, 2027. The Contractor shall provide services upon receipt of a written Notice to Proceed. Audit, confidentiality, document retention, patents, copyrights & intellectual property, warranty and indemnification obligations under the Contract and any other obligations specifically identified in the Contract shall survive termination of the Contract.

6) Section 7 – Attachments Amended to reflect:

- Attachment A - Standard Contract – Must be signed and submitted within two (2) business days of notification of proposed Contract award
- Attachment B - Bid/Proposal Affidavit – Must be completed and submitted with the Bid
- Attachment C - State Contract Affidavit – Must be completed and submitted within two (2) business days of notification of proposed Contract award
- Attachment D – Bid Form – Must be completed and submitted with the Bid
- Attachment E – Federal Funds Attachment – This attachment describes requirements and restrictions associated with the federal funds to be used in this Contract. Execution of a Contract awarded as a result of this IFB indicates a contractor's agreement with all applicable requirements and restrictions. This attachment must be completed and submitted with the Bid.
- Attachment F – ElevenLabs Order Form - Must be completed and submitted within two (2) business days of notification of proposed Contract award.

7) Attachment D – Bid Form Amended to reflect:

ATTACHMENT D – BID PRICE FORM
ElevenLabs Subscription
IFB# BPM053769

A.–Bid price form for ElevenLabs’ Tier A Subscription’s Core Components:

Product Description	Quantity	Unit Price for 1 month	Total Price for 12 months
Success Package from ElevenLabs (Premier Support) (Feb 1 2026 - Jan 31, 2027)	12	\$	\$
Volume Fee (API, UI, other) for the Tier A Subscription [Number of credits: 43 million per month and 5 Seats per month] (Feb 1 2026 - Jan 31, 2027)	12	\$	\$
Total Price for 12 months			\$

B. Bid Price Form for Flexible Usage Rate for any additional usage volume for a month

If MHBE exceeds the allocated Tier A volume during the 12-month subscription period, please provide the Flexible Usage Rate which will apply a percentage premium on top of the Volume Fee in Table A above for that month.

Note: If MHBE exceeds the Tier A volume for a specific month, MHBE will be charged the Flexible Usage Rate for the remainder for that month only and not the remaining subscription period. For example, if MHBE exceeds the allocated volume for the month of May 2026 on 15th of that month, MHBE will be charged the flex usage rate only for the remainder of May 2026 and not for the remainder of the subscription period.

Description	Flexible Usage Rate
Flexible Usage Rate on top of the Volume Fee for the Tier A Subscription for a month	<p>_____ % of the Monthly Price</p> <p>for Tier A Subscription <u>Volume Fee ONLY</u> mentioned in Section A above. This value is not applicable for the Premier Support.</p>

C. Bid Price Form for Add-on's:

Note: There is no grand total for this section since the prices for these and the quantities listed are part of the Tier A subscription covered in part A of the bid price form above. The purpose of this section is to get the unit rates from the bidders for the components listed.

Add-ons		
ConvAI Concurrency price / month		\$
API Committed Unit Pricing		
Service	Unit	Tier A
ConvAI Audio	Price per Minute	\$
ConvAI Text	Price per Message	\$
STT	Price per Hour	\$

STS	Price per Minute	\$
TTS ML V2	Price per 1M text chars	\$
TTS T/F	Price per 1M text chars	\$

UI Committed Unit Pricing		
Service	Unit	Tier A
UI Pro License	Price per Seat	\$
TTS	Price per 1M text chars	\$
STT	Price per Hour	\$

Please acknowledge this Amendment and submit with your bid.

Name

Date

Company's Name