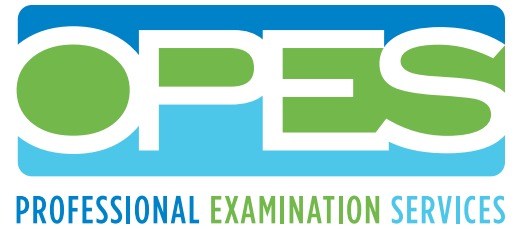


INTEGRATED EXAMINATION SERVICES PROGRAM



Purpose

The Integrated Examination Services Program (IESP) was established to develop and implement a master contract for computer-based testing (CBT) administration for occupational licensure examinations. This program, administered by the Office of Professional Examination Services (OPES), offers an affordable, timely, more secure, paperless examination and licensure process. Automation ensures a more efficient business operation and provides better service to candidates, consumers, and clients.

Process

The IESP contract is procured through a competitive bid process approved by the Departments of General Services, Information Technology, and Finance. The resulting master contract enables any board, bureau, program, committee, or commission within the Department of Consumer Affairs to contract for CBT services without the need to conduct individual procurement processes. A release order with individual specifications is customized with each client.

Services

The services available through IESP include:

- ✓ Eligibility notification
- ✓ Candidate handbook distribution
- ✓ Scheduling
- ✓ Candidate sign-in and photography
- ✓ Candidate briefing and tutorial
- ✓ CBT administration
- ✓ Post-test survey
- ✓ Security consultation
- ✓ Nationwide CBT administration
- ✓ Immediate score reporting
- ✓ Score report with digital photograph
- ✓ Fingerprinting
- ✓ License printing with or without photograph
- ✓ Private adjacent room rental for ADA candidates' reasonable accommodations

Benefits

Participation in IESP provides the following benefits:

- ✓ Eliminates the need to contract individually for examination administration service functions, examination sites, and proctor staff.
- ✓ Provides clients with the ability to hire a CBT vendor and commence work within a short period of time.
- ✓ Provides fair and reasonable rates established through a competitive bid process.
- ✓ Provides fixed rates for a minimum of three (3) years.
- ✓ Provides the ability to select the vendor's full range of services.

Costs

IESP fees were established through a competitive bid process. Fees for services are assessed on a per-function/per-candidate basis and have been presented in a cafeteria-style menu for ease of use. The total costs may vary from client to client depending on selected services and needs.

Contact

To learn more about these and other examination-related services, please contact the Office of Professional Examination Services at (916) 575-7240.