



## **C.1. Overview**

**The State of Oklahoma Office of Management and Enterprise Services (OMES) Information Services Division (ISD) on behalf of The Oklahoma Department of Public Safety (DPS), is seeking bids for a proven successful implemented software as a services (SaaS) for card magnetic stripe reader solution that includes 20 portable hardware units with option to purchase additional units - Indefinite Quantity, software and licenses, maintenance and support services, and training necessary to provide a fully functional solution that allow Law Enforcement to read and manage data (seize, freeze or return funds) from cards with magnetic stripes containing account numbers and cash balances at the time of contact.**

## **C.2. Mandatory Specification/Requirements**

**Mandatory requirements are the minimum capabilities, features, and/or technical standards that must be met by the proposed solution to be determined responsive. The Bidder shall clearly state their ability to meet the Minimum System (technical) requirements and will state how the requirements will be met, what assurances of success the proposed approach will provide. The solution must have the ability to be mounted inside a Law Enforcement cruiser (i.e. Dodge charger, Crown Victoria, etc.)**

### **C.2.1 Technical Specifications**

**C.2.1.1 The solution shall have the ability to read cards at the point of stop and provide the trooper with information contained on magnetic stripe such as:**

**a. name (if any recorded in stripe),**

ERAD Response: When a magnetic stripe card is swiped through an approved card reader, the ERAD-Prepaid™ Platform will read and display the name or wording encoded on the magnetic stripe.

**b. cash balance,**

ERAD Response: The ERAD-Prepaid™ Platform will display the available cash balance associated with a prepaid card when the balance information is provided by the bank or retailer issuer. The ERAD-Prepaid™ Platform will also display a zero balance if there are no funds associated with the prepaid gift card.

**c. banking information (account number, routing number).**

ERAD Response: Banking information (account number, routing number) is not transmitted through the payment card networks and therefore not available on the ERAD-Prepaid™ Platform. However, ERAD can assist DPS in obtaining bank information by identifying the specific bank card issuer and contacting the institution on their behalf. ERAD can also provide support for any forensic investigation that may be required for a DPS trial.

**d. ability to capture the identity of the trooper who runs the card.**

ERAD Response: Each trooper will receive a unique set of system access credentials and be required to log on with those credentials each time that they access the ERAD-Prepaid™ Platform. User access and activity is tracked throughout the system. All card activity (balance, freeze, seize, claim freeze, void) is recorded and tracked on the ERAD-Prepaid™ Platform, identifying both the DPS user who executed the transaction, and the Case



# to which it was assigned. Authorized DPS personnel can access reports that track these activities.

**e. ability to produce reports on individual and aggregate activity of trooper(s).**

ERAD Response: ERAD offers DPS reporting options at several levels. Troopers can produce activity reports for the specific cases they are assigned and sort them by; case number, date/time, card issuer, retailer and card number. Those individuals with administrative access can produce a number of aggregated reports sorted by trooper, case number, date/time and terminal device. Additional ad-hoc reports can be generated to produce summary results by region or division. All activity reports are available for export to Excel, providing DPS the ability to sort and analyze results tailored to the requirements of each authorized user.

**C.2.1.2 The solution shall have the ability to place identified funds on hold for further investigation.**

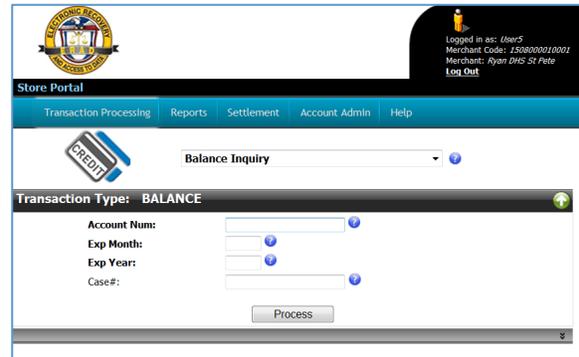
ERAD Response: The ERAD-Prepaid™ Platform provides the ability for an authorized DPS Trooper to place identified funds on a hold or “freeze” for a period of time. Because each card issuer establishes their own policy regarding the number of days they are willing to “hold” those funds, ERAD recommends DPS take the necessary action to secure the appropriate court authority (if required) and “seize” those funds within seven calendar (7) days. While there are some issuers that will extend freeze transactions to as long as 30 days, DPS should assume that a freeze on the identified funds will expire in seven days. The freeze transaction will prevent access to the card’s value by anyone outside of DPS and prevent possible movement of those funds to another card. During this period, criminals will be unable to transfer funds from this account to another account or another card, thus protecting DPS evidence for future seizure and documentation for possible trial.

**C.2.1.3 The solution shall have the ability to freeze or seize the funds at stop if sufficient evidence is available.**

ERAD Response: As outlined above, the ERAD-Prepaid™ Platform will allow an authorized DPS trooper to freeze identified funds at the stop. An authorized DPS trooper may also “seize” funds during the stop. This seize transaction will initiate the transfer of funds from the card issuer to the DPS assigned asset forfeiture account. The transfer of funds is typically completed within three (3) banking days. This seize process is used many times when the criminals claim no knowledge of the cards, or the source of funds used to purchase the cards and disavows ownership. Seizure of funds can be accomplished by using either the keyboard reader attached to the ERAD-Prepaid™ Virtual Terminal, or the VeriFone wireless handheld terminal, both discussed later in this document.

**C.2.1.4 The bidder shall describe the process for all scenarios:****a. Balance Inquiry**

ERAD Response: An authorized DPS trooper has two options available to obtain the balance associated with an open loop prepaid card – VeriFone VX-680 Terminal and the ERAD-Prepaid™ Virtual Terminal.



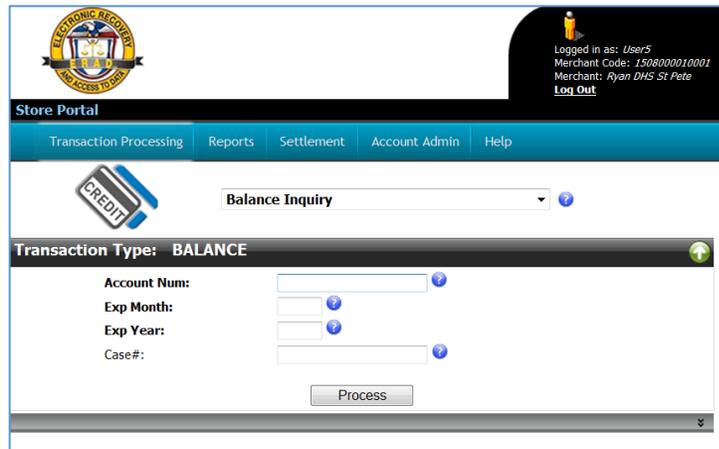
The first option to determine the balance on a Visa, MasterCard, American Express or Discover prepaid card is to access the ERAD-Prepaid™ Platform using a VeriFone VX-680 hand held, wireless terminal loaded with proprietary and patented ERAD software application. The terminal must first be powered-up and a cellular signal acquired prior to accessing the ERAD application. Once the terminal has connected with the VeriFone gateway, the authorized DPS Trooper will log in to the terminal so that all transactions can be identified by their unique 4-digit access number. Once authenticated, the trooper will select “Balance Inquiry” and swipe the magnetic stripe card, thru the card reader slot. The terminal will ask for a case number, and the trooper will enter the applicable numeric case designation. The trooper will then press the green “enter” button and the transaction will be sent to the ERAD gateway, hosted by VeriFone, who will in turn route the transaction to the card issuer/processor, requesting the available balance of that card. If the balance information is available, the issuer/processor will return the balance amount through the payment gateway and display that value, if any, on the VeriFone terminal screen. The trooper will then acknowledge the information by pressing the green “enter” key at which time they will be prompted with an option to print a receipt of the balance inquiry transaction. If the trooper selects the yes option, a receipt will be printed and the terminal will reset to the main ERAD screen where the DPS Trooper can perform a new balance inquiry or another transaction. Additional balance receipts can be printed by repeating the Balance Inquiry process.

In addition to presenting the value associated with a card, the terminal will read other card types such as credit and debit cards. While no value can be provided, the terminal will display a “card not supported” message to alert the trooper that this is not a prepaid card. The trooper can then compare the four digits displayed on the terminal with the last four digits shown on the face of the card to determine if the card has been cloned. If the last four digits on the face of the card do not match the four digits displayed on the terminal, the trooper should note the discrepancy and pursue further action in the investigation.



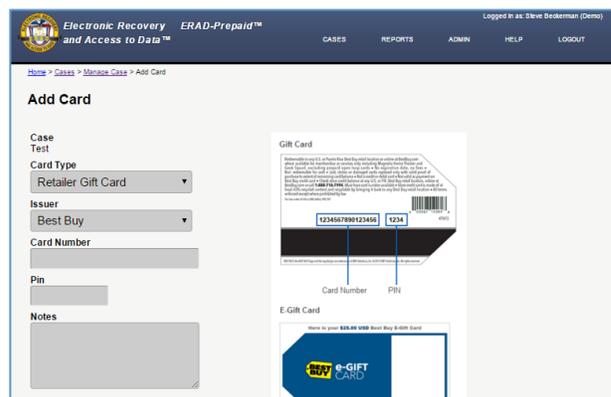
The second option for obtaining a balance on a Visa, MasterCard, American Express or Discover prepaid card is to access the ERAD-Prepaid™ Platform using the ERAD-Prepaid™ Virtual Terminal. Use of this option requires a USB keyboard swipe card reader to capture the card's magnetic stripe data.

The trooper will access the secure ERAD web portal (<https://prepaid.erad-group.com>) and enter their unique log in credentials. Once authenticated, the trooper will select the “Cases” tab; create a new Case, and select “Add Cards” to begin the balance inquiry process. The trooper will be directed to the card entry screen for balance inquiries where they can then swipe the card using the attached card reader and see the full card number, expiration date and name displayed on the screen. The trooper can then compare the information read from the magnetic stripe with the information printed on the front of the card. If the card information does not match, the card has likely been cloned and the trooper should retain this information for further investigation. Following is an example of the screen the Trooper will see when they process a balance inquiry transaction.



The trooper will now select “Process” and, similar to the process described with the VX-680 above, the balance (if any) will be displayed on the screen if the balance information is available from the card issuer/processor. The trooper can then print a receipt for that card if a printer is available, print a .pdf version of a receipt, or process another transaction. A summary receipt option is available if the trooper prefers to print all card balances at one time. Summary transaction reports are available through the Reports portal.

To determine the available balance on a select group of closed loop cards issued by retailers such as Wal-Mart or Best Buy, the Trooper will use the ERAD-Prepaid™ Virtual Terminal shown below.





The Trooper selects the appropriate merchant from the “Issuer” drop down box then key-enters the card number and PIN for that card as shown in the related graphic. For each retailer card selected from the drop down menu, the ERAD-Prepaid™ Platform will display a sample prepaid card for the Trooper to use as a guide to ensure that the proper information is submitted to the merchant. Once entered, the Trooper selects “Submit Card”, and the system will return the current available balance for that card. All card and balance information will be automatically retained in the ERAD-Prepaid™ Platform to facilitate court or case reporting of the activities assigned to this Trooper.

The Trooper can now print a balance receipt or continue to process additional balance inquiries on other retailer cards. This balance information is available to the Trooper in a summary receipt with other balance inquiries or through a variety of case specific reports.

**b. Freeze**

ERAD Response: We have seen that it does not take criminals much time to affect a card-to-card transfer of funds, making the money nearly impossible to seize.

The ERAD-Prepaid™ Platform provides the ability for an authorized DPS Trooper to place identified funds on a hold or “freeze” for a period of time. Because each card issuer establishes their own policy regarding the number of days they are willing to “hold” those funds, ERAD recommends DPS take the necessary action to secure the appropriate court authority (if required) and “seize” those funds within seven calendar (7) days. While there are some issuers that will “hold” funds for as long as 30 days, DPS should assume that the freeze on the identified funds will expire in seven days. During this period, criminals will be unable to transfer funds from this account to another account or another card, thus protecting DPS’ ability to seize the funds and their ability to document the transaction as evidence for possible trial. An authorized DPS trooper can use either the VeriFone VX-680 terminal or the ERAD-Prepaid™ Virtual Terminal to secure the value associated with a prepaid card by completing a “Freeze” Transaction.

A “Freeze” transaction should only be completed after the balance on a prepaid card has been obtained. This transaction is usually completed at the arrest scene. The trooper will select the “Freeze” transaction from either the VX-680 or the ERAD-Prepaid™ Virtual Terminal, swipe the card through the magnetic stripe reader, confirm the case number and enter the full amount obtained from the balance inquiry receipt. Once the trooper confirms the “Freeze” amount, the transaction will be completed and a receipt will be automatically printed on the VX-680 terminal, or a print receipt option will be offered on the virtual terminal as it was for the Balance Inquiry transaction.

**c. Seize**



ERAD Response: The ERAD-Prepaid™ Platform offers two options for authorized DPS users to seize the value associated with a prepaid card.

The first option is to complete a “seize” transaction after the prepaid card balance has been determined. This transaction is usually completed at the arrest scene. The trooper will select the “Seize” transaction on either the VX-680 or the ERAD-Prepaid™ Virtual Terminal, swipe the card through the magnetic stripe reader, confirm the Case number, and enter the full amount identified on the balance inquiry receipt. If the authorized DPS User confirms the seizure amount and that amount is equal to the amount frozen, the transaction will be completed and a receipt will be automatically produced on the VX-680 terminal, or a print receipt option will be offered on the virtual terminal as it was for Balance Inquiry and Freeze transactions.

If the DPS trooper has already completed a “Freeze” transaction then the second option is to execute a “Claim Freeze” transaction. In this case, a card’s value has already been placed on hold using a “Freeze” Transaction. In order to release the hold and process the transaction for deposit to the DPS account, an authorized DPS user will select the “Claim Freeze” transaction on either the VX-680 terminal or the ERAD-Prepaid™ Virtual Terminal. To process a Claim Freeze transaction, the trooper must first retrieve the Transaction ID, which is printed on the receipt that was generated when the cards value was initially frozen. The Transaction ID is printed on the VX-680 receipt, the ERAD-Prepaid™ Virtual Terminal receipt or can be found on available transaction reports. The authorized DPS user will enter the Transaction ID number and Freeze amount and will be prompted to confirm the amount. If the authorized DPS User confirms the seizure amount and that amount is equal to the amount frozen, then the transaction will be completed and a receipt will be automatically produced on the VX-680 terminal, or a print receipt option will be offered on the virtual terminal as it was for Balance Inquiry and Freeze transactions.

**d. Return**

ERAD Response: If an authorized DPS user has processed a Freeze, Seize or Claim Freeze transaction and needs to reverse or cancel that action, they can execute a “Void” on the ERAD-Prepaid™ Virtual Terminal. Voiding a Seize or Claim Freeze transaction must be completed by an authorized user within 25 minutes of the initial transaction. Voiding a Freeze transaction can be completed at any time. This will release the funds back to the card for access by the individual who has the account information.

If DPS is required to return the seized funds to the cardholder, they can either process a “credit” to return those funds to the original prepaid card, or issue a check to the individual similar to how cash is returned today. ERAD will assist DPS in issuing the appropriate credit using the ERAD-Prepaid™.

**C.2.1.5 The solution must be compatible with DPS Network on initial activation through transmission to Service Provider.**

ERAD Response: The ERAD-Prepaid™ Virtual terminal is accessible from any Internet capable device using a variety of web browsers including; Google, Google Chrome, Firefox, Mozilla and Internet Explorer (version 10.0 and higher). DPS will need to confirm that the DPS Network will allow access to the ERAD secure site - <https://prepaid.erad-group.com>.