

VSA Vendor Questions

All Voice Stress Analyzer (VSA) vendors should be willing to answer the following questions. If they refuse to answer any of these questions, there is a good reason – usually they are trying to hide the fact they are a “one man” operation or their lack of experience in the VSA field. Others may simply be a “franchise” or “reseller” operation with little to no experience in the field.

1. Ask to be provided a representative client list for your geographic area including contact names and phone numbers.
2. How long have they been in business?
3. How long have they been serving the US and worldwide market?
4. How many US law enforcement agencies use their system?
5. How many classes per year do they actually conduct? (Not how many are scheduled – some vendors schedule classes every week, but only hold a couple of classes a year.)
 - How long is their training?
 - Why is their training schedule not published on their website?
 - Do they offer Advanced Certification? If so, ask when/where the next Advanced Class is scheduled.
6. Where is their corporate office located?
 - How many fulltime staff do they employ?
 - How many instructors do they have teaching courses?
 - Do they have a fulltime Technical Support person who is available 24x7?
 - Do they offer 24x7 “Cold Call” support?
 - Do they offer expert witness and testimony support?
7. What is the science behind their system? What is the principle of operation? (If they will not answer this question or provide an overly complicated answer you should be suspicious.)

VSA Vendor Questions

8. Ask for copies of independent, peer-reviewed and published scientific studies pertaining specifically to their system. How many studies support the scientific, technical and operational basis for their technology? Ask for copies of these studies.
9. Where was the basic technology for their system developed – in what country?
10. Is their system/software purchased from a third party or developed by the seller?
11. Does the vendor own all the Intellectual Property for the system they are selling? If not, who does?
12. Did the vendor develop the system or are they a “dealer” for another company?
13. What is the background and experience of the individuals who make up the company? What law enforcement or military credentials do they have in truth verification operations (polygraph, VSA, etc...)?
 - How long have they been professionally involved in the Voice Stress Analysis field?
 - Where did they get their initial VSA training?
 - Are they also trained as Polygraph Examiners?
 - What is the background of their instructors? How many instructors do they employ?
 - How many years of field experience do they have in conducting VSA examinations?
 - Do they have any experience conducting VSA examinations in military environments? Ask for details and references.
14. What is the average length of time to administer an examination?

VSA Vendor Questions

15. Does the instrument give results in real time (without any further evaluation by the examiner)? (NOTE: Many systems require additional analysis of recordings by the examiner after an exam is conducted).
16. Can their system be used over the telephone or to analyze recordings?
17. Where has their system been used by the US military? Ask for proof and references. (If they refuse to provide this information you should be suspicious.)
18. Can their system be used under military field conditions?
19. Does the examination need to be conducted in a controlled environment?
20. Is military-specific training provided by the vendor?
21. Is their system certified for use by a nationally recognized VSA Association, such as the National Association of Certified Voice Stress Analysts – www.nacvsa.org? NACVSA is the largest independent VSA Association in the world.
22. What type of warranty is offered for the hardware they provide?
23. What type of warranty is offered for the software they provide?
24. What type of Technical Support and services do they provide their clients after the sale of their system?
 - Is this support free?
 - Is it offered 24x7
 - How long does it last?
25. Do they have the capability to provide worldwide remote diagnosis and technical support over the Internet? If so ask for a demonstration.