

## Truth Verification Vendor Questions (VSA & Polygraph)

All Truth Verification vendors (VSA & Polygraph) 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. If the vendor lists agencies as clients, call the detective division at that agency (not an individual listed) and verify that they actually utilize their system.
3. How many US law enforcement agencies use their system?
4. How many law enforcement agencies in your state use their system?
5. Are they considered a Sole Source by any law enforcement agencies in your state agency?
6. 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 many in-person classes (Not online training) have they taught over the past year (ask for a list).
7. If they have a training schedule, ask what agency is hosting/sponsoring each class?
8. Where is their corporate office located, and can you visit it? (Not just a conference room that they rent for meetings)
9. How many fulltime staff do they employ?
10. How many instructors do they have teaching their courses?
11. Do they have a fulltime Technical Support person who is available 24x7?
12. Do they offer 24x7 “Cold Call” support?
13. 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.
14. What is the background of their instructors? If their instructors tout academic degrees, ask where they received them from.
15. Do they have any experience conducting VSA examinations in military environments? Ask for details and references.
16. 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).

Before investing time and money in any truth verification system, you should do due diligence as to who you are dealing with and the value that system brings to your investigative team.