

Truth Verification Vendor Due Diligence Questions

All Truth Verification vendors (VSA & Polygraph)

All truth verification vendors, including VSA and polygraph providers, should be willing to answer the questions below. Refusal to respond may indicate limited experience, a small “one-person” operation, or an attempt to obscure their qualifications. Some may also be franchise or reseller operations with little direct field experience.

- **Client References and Agency Use**
- ☐ Request a representative client list for your geographic area, including contact names and phone numbers.
- ☐ If the vendor identifies agencies as clients, contact each agency’s detective division—not only the listed individual—to confirm that the agency uses the system.
- ☐ How many U.S. law enforcement agencies use their system?
- ☐ How many law enforcement agencies in your state use their system?
- ☐ Has any law enforcement agency in your state designated them as a sole-source provider?
- **Training and Instruction**
- ☐ How many classes do they actually conduct each year? Do not rely on scheduled classes alone; some vendors advertise frequent sessions but hold only a few. Ask how many in-person—not online—classes they taught during the past year and request a list.
- ☐ If they provide a training schedule, ask which agency is hosting or sponsoring each class.
- ☐ How many instructors teach their courses?
- ☐ What are the instructors’ backgrounds? If instructors cite academic degrees, ask where those degrees were earned.
- **Company Structure and Support**
- ☐ Where is their corporate office located, and can you visit it? Confirm that it is not merely a rented conference room used for meetings.
- ☐ How many full-time staff members do they employ?
- ☐ Do they have a full-time technical support representative available?
- ☐ Do they offer “cold call” support?
- **Scientific Support and Field Experience**
- ☐ Request copies of independent, peer-reviewed, published scientific studies that specifically evaluate their system. How many studies support the scientific, technical, and operational basis of their technology?
- ☐ Do they have experience conducting VSA examinations in military environments? Ask for details and references.
- ☐ Where has the U.S. military used their system? Ask for documentation and references. If they refuse to provide this information, proceed with caution.

Before investing time or money in any truth verification system, conduct due diligence on the vendor and evaluate the value their system can bring to your investigative team.