EV Charging Vendor Selection Checklist

PURPOSE

Help employers compare EV charging vendors based on key charging features, company policies and characteristics, and site criteria.

1. DEFINE PROJECT NEEDS

- Will the chargers be available to the public or not?
- Will chargers need to serve different users at different times of the day?
- What dwell times are the most common for different users?
- Who will use the chargers—employees, fleets, customers, the general public?
- Will medium-duty vehicles or vehicles with short or long trailers be served?
- Where will the chargers be installed?

This list is not exhaustive, and every project will need clear guidance based on each property's needs.

2. DETERMINE KEY CRITERIA FOR VENDOR SELECTION

Identify vendor capabilities that align with your organization's operational needs and property's constraints.

Key criteria may include:

- ☐ Ability to configure access (e.g., employee pay, fleet free) and integrate multiple user groups.
- ☐ Energy management systems (EMS) to optimize power flow.
- ☐ Hardware durability under extreme temperatures and outdoor exposure.
- ☐ Dual-port chargers with power balancing to maximize utilization.
- ☐ Compatibility with future-proof standards (OCPP 2.0.1, SAE J3400).
- ☐ Vendor's capacity to provide turnkey installation, permitting, and rebate application support.
- ☐ Proven uptime performance and local service network.
- ☐ Transparent warranties, maintenance schedules, and clear escalation procedures.
- ☐ Scalability for future expansion across sites.

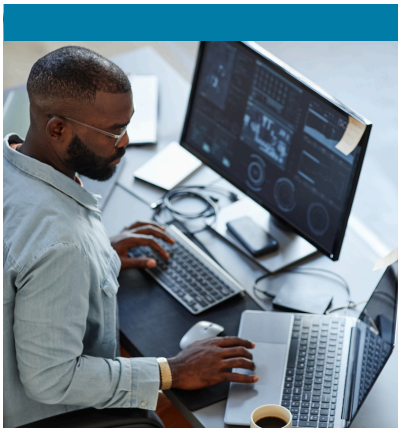
During the vendor engagement process, frequently re-evaluate the key criteria list.

3. KEY VENDOR EVALUATION AREAS



HARDWARE

- Nationally Recognized Testing Laboratory certified (UL or Intertek-listed typically), ENERGY STAR–certified, and ADA-compliant equipment.
- Dual-port, power-sharing, and load management capabilities.
- Weatherproof, cord management, tamper resistance, and rating for extreme heat/cold.



SOFTWARE / NETWORK

- OCPP compliance (open network standard—allows switching networks if the vendor ceases satisfactory operation).
- Enables flexible access control, variable pricing, and real-time usage analytics.
- Integration with sustainability dashboards, fleet tools, and accounting systems.
- Offers resident/fleet support tools, mobile app demos, and notification systems.

INSTALLATION & SERVICE

- Turnkey design-build option.
- Warranty coverage (equipment + labor); local, licensed contractor partnerships and support response time.
- Vendor-electrician coordination, signal testing, and commissioning support.
- Defined maintenance contracts, response time standards, and uptime guarantees.

FINANCING & INCENTIVES

- Ability to assist with rebate paperwork and utility coordination.
- Charging-as-a-service options [link to Charging-as-a-Service (CaaS) Overview Document].
- Clear pricing on recurring software, networking, and transaction fees.

REFERENCES

- Ask for documented examples of similar workplace installations.
- Demonstrated resident satisfaction and customer support quality.