

**RULES AND REGULATIONS  
OF THE  
MINNESOTA COUNTIES COMPUTER COOPERATIVE  
CONDUENT TAX USER GROUP**

Proposed June 4, 2008  
Adopted June 3, 2009  
Amended June 8, 2016  
Approved June 6, 2018

## **Introduction**

Membership in the Minnesota Counties Computer Cooperative (MnCCC) is defined as a Minnesota county or other Minnesota governmental subdivision that is eligible to enter into a joint powers agreement under Minnesota Statute 471.59, and that has ratified and executed the Joint Powers Agreement and has paid the membership dues and other charges established by MnCCC.

The MnCCC Board may adopt Rules and Regulations to govern the business and operation of User Groups. Such Rules and Regulations shall be considered supplementary and cannot conflict with or be inconsistent with MnCCC Bylaws and may at any time be modified, replaced or repealed. The Board shall also adopt, maintain, and from time to time update a set of core contract principles and minimum standards that must be included within any software or service agreements. Any deviation from such core principals or minimum standards will require the Board's prior written consent.

In accordance with Article V., Section I. of the Minnesota Counties Computer Cooperative (MnCCC) Bylaws, the following supplementary Rules and Regulations governing the business of the Conduent Tax User Group are promulgated.

### **Conduent Tax User Group**

Vision: Utilizing quality information systems to enhance the practice of Minnesota Property Tax.

Mission: To develop and maintain integrated data systems that support business needs of member agencies providing Minnesota tax services in accordance with Minnesota Law and in cooperative efforts with the Minnesota Department of Revenue and other state agencies.

The Conduent Tax User Group is responsible for:

- Working with vendor to develop and maintain the software applications that meet the needs of the Conduent Tax User Group and Minnesota requirements.
- Directing the MnCCC Executive Committee regarding vendor selection and contracts
- Determining and approving modifications and/or enhancements to software applications
- Identifying any need for, and requirements of, new software applications
- Ensuring Member compliance with the User Group's rules and regulations
- Administering the User Group's operation and sustainability.

## **Article I**

### **Purpose**

**Section 1.** The purposes of the CONDUENT Tax User Group are to provide direction to the MNCCC Board regarding vendor selection and vendor contracts, to determine and approve changes, modifications, or enhancements to existing software applications, to identify the need for and requirements of new software applications, and to conduct business necessary to the operation of the CONDUENT Tax User Group.

## **Article II**

### **Definitions**

**Section 1.** "CONDUENT Tax System" shall mean the property tax software system, including legislative changes, modifications and enhancements, to be furnished to MnCCC by CONDUENT License Agreement and Maintenance and Support Contract between CONDUENT and MnCCC

**Section 2.** "License Agreement" shall mean the CONDUENT License Agreement between CONDUENT and MnCCC, whereby CONDUENT will furnish a property tax software system to MnCCC.

**Section 3.** "Maintenance and Support", shall mean the Maintenance and Support Contract between CONDUENT and MnCCC whereby CONDUENT will provide maintenance and support services relating to the CONDUENT Tax System for use in Minnesota, as well as furnish modifications and enhancements to the CONDUENT Tax System.

**Section 4.** "CONDUENT" means "CONDUENT" a corporation whose offices are located at Waite Park, Minnesota and which is engaged in the business of developing, marketing, maintaining and supporting computer programs.

## **Article III**

### **Organization of CONDUENT Tax User Group**

**Section 1.** The CONDUENT Tax User Group shall elect annually from among its participants a new Recording Officer. The past year's Recording Officer shall move to the position of Vice Chair; Vice Chair shall move to the position of Chair; and Chair shall move to Past Chair to serve in an advisory role. If for any reason any of these officers cannot finish their term, each position will move up and the Chair shall appoint a Recording Officer for the remainder of the year; and both the Recording Officer and the appointed past year's Recording Officer moving to Vice Chair positions will be elected at the next annual meeting.

1. Officers. Roles and Responsibilities of the Officers: All officers will serve a one-year term commencing with the end of the CONDUENT Tax User Group Annual Meeting each year.
  - CONDUENT Tax User Group Chair. The CONDUENT Tax User Group Chair is responsible for calling all meetings to order; approving meeting agendas; working with MnCCC Staff to coordinate meetings; and providing a CONDUENT Tax User Group Report, either written or in person, at the MnCCC Annual Board Meeting.
  - CONDUENT Tax User Group Vice-Chair. The office of Vice Chairperson shall automatically succeed the Chairperson then become the Past Chair.
  - CONDUENT Tax User Group Past Chair. The CONDUENT Tax User Group Past Chair will serve a one-year term in an advisory role to the current Chair.
  - CONDUENT Tax User Group Recording Officer. The Recording Officer will be responsible for taking minutes at all CONDUENT Tax User Group and Advisory Committee meetings. Minutes are to be sent to MnCCC ten (10) business days prior to the next CONDUENT Tax User Group or CONDUENT Tax Advisory Committee meeting in order to meet MnCCC's ten- (10) business day meeting announcement requirement. The Recording Officer is responsible for finding a replacement in his/her absence.
  
2. Conduent Tax Advisory Recording Office Rotation. To ensure a balance of tax roles on the Advisory Committee, the role of Recording Officer will rotate each year. In 2018, the Recording Officer will be someone knowledgeable in the responsibilities of the Auditor's Office. In 2019, the Recording Officer will be someone knowledgeable in the responsibilities of the Assessor's Office. In 2020, the Recording Officer will be someone knowledgeable in the Treasurer's Office. This shall continue as a three-year office rotation.

The role of Recording Officer will be filled by the following offices for the following years:

- 2018 – someone knowledgeable in the responsibilities of the Auditor's office
- 2019 – someone knowledgeable in the responsibilities of the Assessor's office
- 2020 – someone knowledgeable in the responsibilities of the Treasurer's office
- 2021 – someone knowledgeable in the responsibilities of the Auditor's office
- 2022 – someone knowledgeable in the responsibilities of the Assessor's office

CONDUENT Tax Advisory Committee. The CONDUENT Tax User Group shall elect annually from among its participants representatives to serve two-year staggered terms to serve on the CONDUENT Tax Advisory Committee. The Advisory Committee shall consist of four representatives; one representing a Northern County, one representing a Southern County, and two At-Large representatives.

The Chair, Vice Chair, Recording Officer, Past Chair and four representatives shall all have a vote at Advisory Committee Meetings. The Technical Liaison is a non-voting member of the Advisory Committee. The Advisory Committee shall meet, as a minimum, six times per year. For participating Counties and corresponding regions, see Appendix A.

### 3. Liaisons.

- CAMAUSA Advisory. The Technical Liaison will serve a one-year term commencing after the MnCCC Annual Meeting. The CAMAUSA Liaison will be elected at the MnCCC's CAMAUSA User Group Annual Meeting and will be responsible for attending meetings and participating in their assigned user group activities. They will provide a communication link between the CAMAUSA User Group and the CONDUENT Tax User Group. Each Liaison is also responsible for appointing an Alternate Liaison to fill his/her role in their absence.
- CONDUENT Tax User Group Technical Advisory. The Technical Liaison will serve a one-year term commencing after the MnCCC Annual Meeting. The Technical Liaison will be elected at the MnCCC's Information Services Support Group (ISSG) Annual Meeting and will be responsible for attending meetings and participating in their assigned user group activities. They will provide a communication link between ISSG, County IT and the CONDUENT Tax User Group. Each Liaison is also responsible for appointing an Alternate Liaison to fill his/her role in their absence.
- MnCCC Board will appoint a member as a CONDUENT Tax User Group Liaison to act as a liaison between the CONDUENT Tax User Group and the MnCCC Board.

**Section 2.** Requirement of a Quorum. A quorum shall exist when two-thirds of the members of the CONDUENT Tax User Group are present at a duly called meeting. A quorum is required before the User Group may act on any matters involving vendor selection, or a contract with a vendor.

**Section 3.** Mailed or Emailed Ballots. Upon the approval of the CONDUENT Tax Advisory Committee, the CONDUENT Tax User Group may act by mailed or emailed ballot. A vote of two-thirds majority of the CONDUENT Tax User Group members is required. The mailed or emailed ballot procedure shall not be used unless the CONDUENT Tax User Group has had an opportunity to discuss at a regularly scheduled regional meeting the issue to be decided, and the members knew 10 days in advance of that meeting that the issue would be discussed.

**Section 4.** Each county participating in the CONDUENT Tax User Group is entitled to only one vote.

**Section 5.** The CONDUENT Tax User Group representative or his/her alternate may vote only in the absence of the county's delegate.

**Section 6.** A simple majority of those present at a duly called meeting is required to pass an issue.

**Section 7.** Standing Committees. There shall be at least five (5) Standing Committees: the Legislative Research Committee, the Enhancement and Issues Committee, the Data Standards Committee, the Training Committee and the Beta Test Committee. The committee design and responsibilities of the Legislative Research Committee are identified in Appendix B. The committee design and responsibilities of the Enhancement and Issues Committee are identified in Appendix C. The committee make-up and

responsibilities of the Data Standards Committee are identified in Appendix D. The committee make-up and responsibilities of the Beta Testing Committee are identified in Appendix E. The Chairs of Standing Committees will be appointed by the CONDUENT Tax Advisory Committee. Each Standing Committee will have no less than three (3) members in addition to the Chair and no more than nine (9) voting members including the Chair. The Standing Committee Chair is responsible for calling meetings, setting meeting agendas, to make sure minutes are taken at each meeting and then forwarded to MnCCC for publication, and to report Standing Committee activities at each CONDUENT Tax Advisory Committee Meeting.

**Section 8.** Working Committees. The CONDUENT Tax User Group or CONDUENT Tax Advisory Committee, from time-to-time may choose to form Working Committees to address special issues and/or projects important to the CONDUENT Tax User Group. The Chair of all Working Committees must be appointed by the CONDUENT Tax Advisory Committee. Staff from any CONDUENT Tax User Group county may participate on Working Committees; however, in order to determine quorums, counties must commit to participation on Working Committees and be recognized by the CONDUENT Tax Advisory Committee.

Each CONDUENT Tax User Group recognized county participating on a Working Committee is entitled to one vote. The CONDUENT Tax User Group and/or CONDUENT Tax Advisory Committee may delegate decision-making authority to a Working Committee. The CONDUENT Tax Advisory Committee shall adopt and prescribe procedures for the operation of the Working Committees. Each Working Committee will have no less than three (3) members in addition to the Chair and no more than nine (9) members including the Chair. The Working Committee Chair is responsible for calling meetings, setting meeting agendas, verifying that minutes are taken at each meeting and then forwarding to MnCCC for publication, and reporting Working Committee activities at each CONDUENT Tax Advisory Committee Meeting.

**Section 9.** The normal meeting of the CONDUENT Tax Advisory Committee shall be the third Thursday of each month. Monthly meeting locations will be determined by the Conduent Tax User Group Chair. Notice of CONDUENT Tax User Group or committee meetings must be provided to the county's delegate ten (10) days prior to the meeting. Notice of a meeting may be waived before, at, or after such meeting, by a simple majority vote of those present. Meetings shall be held at the call of the CONDUENT Tax User Group Chair.

**Section 10.** Support for meeting coordination, research, contracting, billing, vendor monitoring and other similar services shall be provided by MnCCC staff.

**Article IV**  
**Membership in the CONDUENT Tax User Group**

**Section 1.** Requirements of membership in the CONDUENT Tax User Group.

- a. Members must pay the dues established by the MnCCC Board of Directors as provided for in Article X, Sections 2 and 4 of the MnCCC Bylaws;
- b. The Maintenance and Support Contract shall be ratified by the Governing Board of each Member Agency within 90 days after signing by MnCCC and the chair. Voting right and enhancement rights will be placed on hold for agencies without a ratification statement on file after the 90-day period unless this is waived by the Chair of the CONDUENT Tax User Group due to extenuating circumstances. Member agencies may not submit requests for participatory enhancements without a contract ratification on file with MnCCC. Member Agencies must promptly pay their assigned rates for Maintenance and Support when billed by MnCCC.
- c. Members must abide by the provisions of the MnCCC Joint Powers Agreement, Bylaws and CONDUENT Tax User Group Rules and Regulations.
- d. Members must not implement any changes, modifications or enhancements to the CONDUENT Tax System, except insofar as such changes, modifications or enhancements as approved by the CONDUENT Tax Advisory Committee.
- e. Participation in the CONDUENT Tax User Group may include an obligation to test changes to the CONDUENT Tax System from time to time.

**Section 2.** Benefits of membership in the CONDUENT Tax User Group.

- a. CONDUENT Tax User Group members will receive the right to use the CONDUENT Tax System and deliverables as defined in and under the conditions set forth in the CONDUENT Consolidated Contract;
- b. CONDUENT Tax User Group members will receive maintenance and support services under the terms and conditions set forth in the CONDUENT Consolidated Contract;
- c. CONDUENT Tax User Group members have the right to participate in the decisions of MnCCC and the CONDUENT Tax User Group according to the procedures and provisions set forth in the MnCCC Joint Powers Agreement, Bylaws, and CONDUENT Tax User Group Rules and Regulations.

**Article V**

**MODIFICATIONS OF AND ENHANCEMENTS TO THE CONDUENT TAX SYSTEM**

**Section 1.** Approval. The CONDUENT Tax Advisory Committee shall review and approve all Change Orders for Enhancement or Modification of the CONDUENT Tax System. All Changes Orders for Enhancement and/or Modification are also subject to approval by CONDUENT.

**Section 2.** Enhancement Fund. All program development and license fee payments received by MnCCC,

less any amounts due to CONDUENT by MnCCC by virtue of any contracts between MnCCC and CONDUENT regarding the CONDUENT Tax System, shall be deposited into a CONDUENT Tax Enhancement Fund. The CONDUENT Tax Advisory Committee may authorize disbursements from this fund to pay for the cost of enhancements to the CONDUENT Tax System. The CONDUENT Tax User Group will determine the amounts to be paid in to the Enhancement Fund at the annual business meeting held in June of each year.

**Section 3.** Enhancement Assessments. If the Enhancement Fund is insufficient to pay the cost of enhancements, the CONDUENT Tax Advisory Committee may assess each CONDUENT Tax User Group member no more than \$500 per year for the cost of enhancements to the CONDUENT Tax System. The exception will be participatory enhancements due to their nature.

## Article VI EXPENSE REIMBURSEMENTS

**Section 1.** CONDUENT Tax Advisory Committee Member Expenses. Meeting expenses incurred by CONDUENT Tax Advisory Committee members for attending CONDUENT Tax Advisory Committee meetings shall be reimbursed at actual cost to the county for travel, meal and lodging expenses. Advisory Committee members shall submit travel, lodging, and meal expense accounts for reimbursement by MnCCC to the county. Advisory Committee members' expenses and meeting expenses of the CONDUENT Tax User Group shall be shared equally by all members of the CONDUENT Tax User Group. All expense reimbursement forms from the previous year must be filed by June 30th of the current year.

Section 2. CONDUENT Tax Standing/Working Committee Member Expenses. Meeting expenses of members of Standing and/or Working Committees attending such committee meetings shall be reimbursed at actual cost to the county for travel, meal and lodging expenses. Subcommittee members shall submit travel, lodging and meal expense accounts for reimbursement by MnCCC to the county. Subcommittee members' travel expenses and meeting expenses of the subcommittee shall be shared equally by all members of the CONDUENT Tax User Group. All expense reimbursement forms from the previous year must be filed by June 30th of the current year.

## Article VII

**Section 1.** These rules may be amended by the full CONDUENT Tax User Group as appropriate, subject to approval by the MnCCC Board.



**Appendix A: Participating Counties and Corresponding Regions**

**CONDUENT Tax User Group: Northern Region**

<u>MnCCC</u>	
<u>Region</u>	<u>County</u>
1	KITTSOON
1	PENNINGTON
1	BELTRAMI
1	OTTER TAIL
1	HUBBARD
2	KANABEC
2	BENTON
<hr/>	
2	PINE
<hr/>	
2	WRIGHT
<hr/>	
10	Counties

**CONDUENT Tax User Group: Southern Region**

<u>MnCCC</u>	
<u>Region</u>	<u>County</u>
3	LE SUEUR
4	BROWN
4	FARIBAULT
4	JACKSON
4	MARTIN
4	MCLEOD
4	SIBLEY
4	WATONWAN
3	GOODHUE
3	WABASHA
3	WASECA
3	DODGE
3	WINONA
3	FREEBORN
3	FILLMORE
3	HOUSTON
<hr/>	
17	Counties

## **Appendix B: CONDUENT Tax User Group Legislative Research Committee (LRC).**

**Purpose:** To work with CONDUENT to expedite the design and implementation of tax system changes due to new legislation. Primary tasks include:

1. Keeping track of legislative proposals that may impact the tax system;
2. Working with CONDUENT on pre-design discussions about proposed legislation and the implications/challenges of those proposals;
3. Working with CONDUENT in development and review of new program designs needed for implementation of newly enacted legislation;
4. Seeking input and feedback from other consortium members and DOR as appropriate to help ensure the viability and accuracy of new program designs;
5. Approving new program designs and implementation plans as needed to provide timely programming and implementation; and
6. Summarizing issues and recommendations for the TAC chair or TAC committee, as appropriate, when agreement cannot be reached with CONDUENT on program design or implementation.
7. Committee Chair is responsible for tracking committee members and reporting to MnCCC and TAC.

**Membership:** One chair, appointed by the CONDUENT Tax Advisory Committee

No term limits for committee members.

One member needs to be knowledgeable in property value assessment.

One member needs to be knowledgeable in tax calculations.

One member needs to be knowledgeable in tax collections & settlement.

This is not a training position. Potential members need to understand the current Minnesota tax system, be comfortable reviewing legislation, and understand how the CONDUENT tax system currently works. Members also need to be self-motivated and available for consultation or meetings on fairly short notice as needed during the legislative session.

## **Appendix C: Enhancement and Issue Committee (EIC)**

### **Purpose:**

The purposes of the committee are to review all issues and enhancements and work with CONDUENT to determine the relevance and priority of the enhancements and issues. Primary tasks include:

1. Working with CONDUENT on pre-design discussions about proposed enhancements and issues and the implication/challenges of those proposals.
2. Working with CONDUENT in development and review of program designs needed for implementation of approved enhancements and issues.
3. Seeking input and feedback from other consortium members and DOR as appropriate to help ensure the viability and accuracy of program designs.
4. Pre-approving program designs.
5. Summarizing issues and recommendations for approval of the Tax Advisory Committee.
6. Committee Chair is responsible for tracking committee members, member terms, and reporting to MnCCC and TAC.

### **Membership:**

At least 1 member needs to be knowledgeable in property value assessment

At least 1 member needs to be knowledgeable in tax calculation

At least 1 member needs to be knowledgeable in tax collection and distribution

1 non-voting ISSG liaison from TAC as needed for consultation

Potential members need to understand the current Minnesota tax system, be knowledgeable in existing state mandates and laws, be comfortable reviewing issues and enhancements and understand how the CONDUENT tax system currently works.

### **Selection Process:**

The CONDUENT Tax Advisory Committee will select the subcommittee and appoint vacancies as needed. The chair will be elected from within the committee.

### **Terms:**

Terms will be staggered two-year terms. Terms will begin at the MnCCC Annual Conference in June.

## **Appendix D: Data Standards Committee (DS)**

### **Purpose:**

The purpose of the committee is to standardize data within the realm of the tax system for overall consistency of information. Primary tasks include:

1. Working with CONDUENT Tax User Group and CONDUENT Tax Advisory Committee to identify areas of standardization.
2. Seeking input and feedback from other consortium members and DOR as appropriate to help ensure the viability and accuracy of program data.
3. Forwarding data/verbiage enhancements to the Enhancement and Issue Committee for their consideration of pre-approval to the Tax Advisory Committee.
4. Committee Chair is responsible for tracking committee members, member terms, and reporting to MnCCC and TAC.

### **Membership:**

Potential members must be knowledgeable in the existing capabilities of the CONDUENT tax system and have the ability to research and analyze options of data entry within the tax system.

Potential members must have the capability to understand the current Minnesota tax system, be knowledgeable and be comfortable reviewing issues and contacting users of the tax system to understand the needs of all members.

### **Selection Process:**

The CONDUENT Tax Advisory Committee will select the subcommittee and appoint vacancies as needed. The Chair will be elected from within the committee.

### **Terms:**

Terms will be staggered two-year terms. Terms will begin at the MnCCC Annual Conference in June.

## **Appendix E: Beta Test Committee (BT)**

### **Purpose:**

The purpose of the committee is to organize groups of tax system users to beta test releases prior to the release to all users. Primary tasks include:

1. Working with CONDUENT Tax User Group and CONDUENT to identify releases to be tested and locate users to test them.
2. Prepare and submit beta test spreadsheet to Tax Advisory Committee for payout.
3. Committee Chair is responsible for tracking committee members, member terms, and reporting to MnCCC and TAC.

### **Membership:**

Potential members must be able to organize tax system user groups that are ready to beta test releases.

Potential members must be able to communicate with CONDUENT as to the status of releases.

### **Selection Process:**

The CONDUENT Tax Advisory Committee will select the subcommittee and appoint vacancies as needed. The Chair will be elected from within the committee.

### **Terms:**

Terms will be staggered two-year terms. Terms will begin at the MnCCC Annual Conference in June.

## **Appendix F: Training Committee**

### **Purpose:**

The purpose of the committee is to review, coordinate, and approve all trainings for the User Group. Primary tasks include:

1. Working with CONDUENT Tax User Group and CONDUENT to identify training needs and training members for new staff, staff “refresher” training, and program change training.
2. Working with CONDUENT Tax User Group and CONDUENT to identify training members.
3. Review available contracted training hours.
4. Committee Chair is responsible for tracking committee members, member terms, and reporting to MnCCC and TAC.

### **Membership:**

Potential members must be able to determine training needs.

Potential members must be able to organize training requests.

Potential members must be able to coordinate with CONDUENT as to the training type, location, dates, and trainers.

### **Selection Process:**

The CONDUENT Tax Advisory Committee will select the subcommittee and appoint vacancies as needed. The Chair will be elected from within the committee.

### **Terms:**

Terms will be staggered two-year terms. Terms will begin at the MnCCC Annual Conference in June.