

REGULAR MEMBERS: L. LOUIS P. VALER Chairman

DEMOSTHENES N. MISTAL Vice-Chairman JESPER P. PAQUITO Member Inter LAMA GRACE C. YANG-EO

LAMA GRACE C. YANG-EO

CRISANTO L. DECENA Member ROSEWYNDALUZ G. GASCON

Member

#### ALTERNATE MEMBERS:

JANICE P. CASTELLANO Vice-Chairman

ALDRICH G. LUNAG Member

CARLA ANGELINE B. UJANO Member

OMAIMAH E. GANDAMRA Member

#### **PROVISIONAL MEMBER:**

DANNY MORRIS G. VALLEJOS Provisional Member, IT Projects

#### SECRETARIAT:

KYLIE KAUR M. DADO Secretary

DOLORES Y. DIMAANO Member

EMMANUEL B. ANDAYA Member

RINA V. GARCIA Member

ANNABELLE S. EUGENIO Member

ALYZA JOICE A. BAGADIONG Member

CHRISALYNN A. AGOS Member

JOHN LEONARD I. RELLOSA Member

WIL CHARLOTTE G. OLARTE Member Republic of the Philippines Professional Regulation Commission



**Central Office** 

P. Paredes St., Sampaloc, Metro Manila Tel. Fax: 5-310-0037 Email: bac@prc.gov.ph



## REQUEST FOR QUOTATION Small Value Procurement RFQ No. 2025-31

| Date:   |         |
|---------|---------|
| Contact | Person: |

Name of Company:

Contact Details:

PHILGEPS Registration Number (required):

The **PROFESSIONAL REGULATION COMMISSION** – **CENTRAL OFFICE (PRC-CO)** with address at P. Paredes St., Sampaloc, Manila, through its Bids and Awards Committee (BAC), is inviting you to participate in the **RFQ No. 2025-16** under Section 53.9 – Small Value **Procurement** of the Revised 2016 Implementing Rules and Regulations (IRR) of Republic Act (R.A.) No. 9184.

#### Name of the Project:

RFQ No. 2025-31: ENGAGEMENT OF A CERTIFYING BODY FOR A THIRD PARTY AUDIT FOR RE-ASSESSMENT OF CERTIFICATION UNDER ISO 9001-2015 QUALITY MANAGEMENT SYSTEM (QMS) FOR THE PROFESSIONAL REGULATION COMMISSION – CENTRAL OFFICE (PRC-CO)

Bidders who are legally, technically, and financially capable may submit their accomplished open quotation/proposal personally, by mail/courier, through facsimile No.(02) 5-310-0037, or via email at <u>bac@prc.gov.ph</u> using the "PRC Official Forms" provided herein duly signed by the owner or his duly authorized representative **not later than 16 June 2025, at 10:00 AM.** Evaluation of quotation/proposal will be on **16 June 2025, at 2:30 PM** at the BAC Office, 4th Floor, PRC Annex Building, P. Paredes St. Sampaloc, Manila. Bidder/s or its duly authorized representative/s who wish to attend the evaluation of bids must submit a letter of intent to the BAC through the BAC Secretariat to be given a link for the meeting.

In addition to the quotation/proposal, copies of the following eligibility requirements (or its equivalent/ or if applicable) are required to be submitted:

1. Valid Mayor's / Business Permit

In exceptional cases where the LGU concerned has not yet released the Mayor's Permit, Bidders, in lieu of the valid Mayor's Permit may submit a substantial proof of renewal of Mayor's Permit, such as Official Receipt of payment.

2. Proof of PhilGEPS Registration

Page 1 of 8 ENGAGEMENT OF A CERTIFYING BODY FOR A THIRD-PARTY AUDIT FOR RE- ASSESSMENT OF CERTIFICATION UNDER ISO 9001:2015 QUALITY MANAGEMENT SYSTEM (GMS) FOR THE PROFESSIONAL REGULATION COMMISSION-CENTRAL OFFICE (PRC-CO)



#### **REGULAR MEMBERS:**

L. LOUIS P. VALERA Chairman

DEMOSTHENES N. MISTAL Vice-Chairman

JESPER P. PAQUITO Member

Member

CRISANTO L. DECENA Member

ROSEWYNDALUZ G. GASCON

#### ALTERNATE MEMBERS:

JANICE P. CASTELLANO Vice-Chairman

ALDRICH G. LUNAG Member

CARLA ANGELINE B. UJANO Member

OMAIMAH E. GANDAMRA Member

**PROVISIONAL MEMBER:** 

DANNY MORRIS G. VALLEJOS Provisional Member, IT Projects

#### SECRETARIAT:

KYLIE KAUR M. DADO Secretary

DOLORES Y. DIMAANO Member

EMMANUEL B. ANDAYA Member

RINA V. GARCIA Member

ANNABELLE S. EUGENIO Member

ALYZA JOICE A. BAGADIONG Member

CHRISALYNN A. AGOS Member

JOHN LEONARD I. RELLOSA Member

WIL CHARLOTTE G. OLARTE Member

# Republic of the Philippines Professional Regulation Commission

**Bids and Awards Committee** 

### **Central Office**

P. Paredes St., Sampaloc, Metro Manila Tel. Fax: 5-310-0037 Email: bac@prc.gov.ph



- 3. Latest Income/Business Tax Return (for ABCs above P500,000.00);
- 4. Notarized Omnibus Sworn Statement;
- 5. Duly notarized *Secretary's Certificate* for partnership, corporation, cooperative, or joint venture, or *Special Power of Attorney* as representative for sole proprietorship.

The ID of the Secretary or the Representative shall be attached.

- For individual, the BIR Certificate of Registration may be submitted in lieu of DTI Registration and Mayor's Permit.
- For procurement requiring Mayor's Permit and PhilGEPS Registration, Certificate of Platinum membership may be submitted in lieu of the said documents. However, the Mayor's Permit shall be presented during Post-Qualification, when required.

PRC assumes no responsibility whatsoever to compensate or indemnify proponents for any expenses incurred in the preparation of the proposal.

PRC reserves the right to accept or reject any or all quotations, and to impose additional terms and conditions as it may deem proper.

We are furnishing you herewith a copy of the posted Request for Quotation with Annexes "A" and "B" for your reference.

For inquiries, you may call the BAC Secretariat at facsimile No. (02) 5-310-0037 or email at <u>bac@prc.gov.ph</u>.

Thank you.

Very truly yours,

L. LOUIS P. VALERA Chairman, Bids and Awards Committee Assistant Commissioner, PRC



REGULAR MEMBERS

Chairman

Member

Vice-Chairman

# Republic of the Philippines Professional Regulation Commission

**Bids and Awards Committee** 

**Central Office** P. Paredes St., Sampaloc, Metro Manila Tel. Fax: 5-310-0037 Email: bac@prc.gov.ph

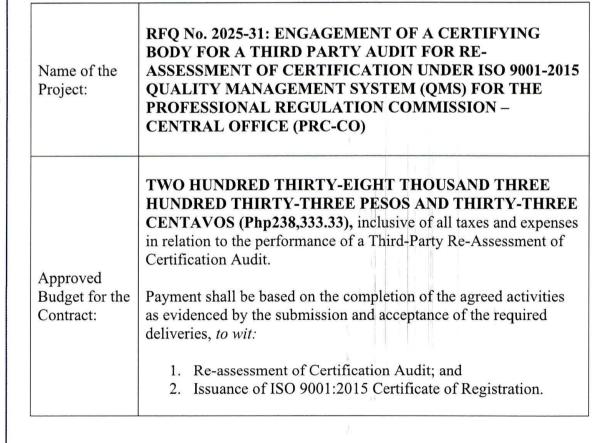


## **ANNEX "A"**

## **TERMS AND CONDITIONS:**

- Bidders shall provide correct and accurate information required in this form.
- The bidder shall submit their proposal through their duly authorized representative using the provided OFFICIAL FORMS (Annex "A" & "B").
- Price quotation/s must be valid for a period of Thirty (30) calendar days from the 3. date of the submission of the quotation.
- 4. Price quotation/s to be denominated in the Philippine peso shall include all taxes, duties and/or levies payable.
- Quotations exceeding the Approved Budget for the Contract shall be automatically 5 rejected.
- 6. Lowest Calculated Bidder may be subjected to Post Qualification Conference whenever necessary.
- 7. Award of Contract shall be made to the lowest quotation which complies with the minimum technical specifications and other terms and conditions stated herein.
- Any erasures or overwriting shall be valid only if properly signed by the owner or 8. his/her authorized representative.

## NAME OF THE PROJECT:



L. LOUIS P. VALERA DEMOSTHENES N. MISTAL 1. 2 JESPER P. PAQUITO

Member LAMA GRACE C. YANG-EO Member CRISANTO L, DECENA

ROSEWYNDALUZ G. GASCON Member

#### ALTERNATE MEMBERS:

JANICE P. CASTELLANO Vice-Chairman

ALDRICH G. LUNAG Member

CARLA ANGELINE B. UJANO Member

OMAIMAH F. GANDAMRA Member

**PROVISIONAL MEMBER:** 

DANNY MORRIS G. VALLEJOS Provisional Member, IT Projects

SECRETARIAT:

KYLIE KAUR M. DADO Secretary

**DOLORES Y. DIMAANO** Member

**EMMANUEL B. ANDAYA** Member

**RINA V. GARCIA** Member

ANNABELLE S. EUGENIO Member

ALYZA JOICE A. BAGADIONG Member

CHRISALYNN A. AGOS Member

JOHN LEONARD I. RELLOSA Member

WIL CHARLOTTE G. OLARTE Member

> ENGAGEMENT OF A CERTIFYING BODY FOR A THIRD-PARTY AUDIT FOR RE- ASSESSMENT OF CERTIFICATION UNDER ISO 9001:2015 QUALITY MANAGEMENT SYSTEM (QMS) FOR THE PROFESSIONAL REGULATION COMMISSION CENTRAL OFFICE (PRC-CO)



REGULAR MEMBERS: L. LOUIS P. VA

Chairman

**DEMOSTHENES N. MISTAL** Vice-Chairman

JESPER P. PAQUITO Member LAMA GRACE C. YANG-EO

Member

CRISANTO L. DECENA Member

ROSEWYNDALUZ G. GASCON Member

#### ALTERNATE MEMBERS:

JANICE P. CASTELLANO Vice-Chairman

ALDRICH G. LUNAG Member

**CARLA ANGELINE B. UJANO** Member

OMAIMAH E. GANDAMRA Member

**PROVISIONAL MEMBER:** 

DANNY MORRIS G. VALLEJOS Provisional Member, IT Projects

SECRETARIAT:

KYLIE KAUR M. DADO Secretary

**DOLORES Y. DIMAANO** Member

**EMMANUEL B. ANDAYA** Member

**RINA V. GARCIA** Member

ANNABELLE S. EUGENIO Member

ALYZA JOICE A. BAGADIONG Member

CHRISALYNN A. AGOS Member

JOHN LEONARD I. RELLOSA Member

WIL CHARLOTTE G. OLARTE Member

Republic of the Philippines Professional Regulation Commission

**Bids and Awards Committee Central Office** 

> P. Paredes St., Sampaloc, Metro Manila Tel. Fax: 5-310-0037 Email: bac@prc.gov.ph



## I. SCOPE AND COVERAGE OF SERVICE

- 1. The 3rd Party Certification Audit under ISO 9001:2015 Standards should ensure PRC's compliance to the requirements of the Quality Management System.
- 2. The 3rd Party Certification Audit shall cover the Quality Management System (QMS) of the Central Office.
- 3. The Certification Body shall perform the following activities:
  - a. Prepare and submit an Audit Plan for the QMS within five (5) calendar days from the signing of the Contract of Services and receipt of the Notice to Proceed;
  - b. Conduct of Audit for Re-assessment of Certification of the QMS within seven (7) calendar days from the receipt of the Audit Plan by the Commission's QMR;
  - c. Submission of Audit Report detailing observations, opportunities for improvement and any non-conformity to ISO 9001:2015 standards or on documented procedures and suggestions on how to address at the end of the audit;
  - d. d. Issue ISO 9001:2015 Certificate subject to the results of the Re-Assessment Audit within five (5) days from the receipt of corrective actions on findings and observations noted;
  - e. e. Provide full report on the operations audited within the content and approved scope of work/deliverables to the PRC-CO within five (5) working days after the Re-Assessment Audit unless otherwise agreed by the PRC-CO.

The Report should include suggestions/ recommendations on how to address audit findings and observations.

The following reports shall be provided according to the services rendered:

- a. Detailed report after the Re-Assessment Audit;
- b. Whenever applicable, substantiated feedback on the PRC-CO's responses to the outcome of any audit, in particular action plans drawn up in response to audit findings.

An audit report shall include at least:

- a. A summary of the activities performed;
- b. A statement on the status of the management system of the PRC CO and the fulfillment of the applicable standard; and
- c. A technical report with the details of the audit findings, substantiated by relevant objective evidence.
- 4. The Certifying Body shall adhere to the agreed scope of work/ deliverables with the prior approval of the PRC-CO.
- 5. The Certifying Body shall provide in their audit activities a procedure for client appeals. If Resolutions on good terms for disputes between the PRC-CO and Certifying Body cannot be made, the PRC-CO shall be afforded the right to lodge



# Republic of the Philippines Professional Regulation Commission

**Bids and Awards Committee** 

Central Office P. Paredes St., Sampaloc, Metro Manila Tel. Fax: 5-310-0037 Email: bac@prc.gov.ph



REGULAR MEMBERS: L. LOUIS P. VA Chairman **DEMOSTHENES N. MISTAL** Vice-Chairman JESPER P. PAQUITO Member LAMA GRACE C. YANG-EO Member CRISANTO L, DECENA Member ROSEWYNDALUZ G. GASCON Member **ALTERNATE MEMBERS:** IANICE P. CASTELLANO Vice-Chairman ALDRICH G. LUNAG Member **CARLA ANGELINE B. UJANO** Member OMAIMAH E. GANDAMRA Member **PROVISIONAL MEMBER:** DANNY MORRIS G. VALLEJOS Provisional Member, IT Projects SECRETARIAT: KYLIE KAUR M. DADO Secretary **DOLORES Y. DIMAANO** Member

EMMANUEL B. ANDAYA Member

RINA V. GARCIA Member

ANNABELLE S. EUGENIO Member

ALYZA JOICE A. BAGADIONG Member

CHRISALYNN A. AGOS Member

JOHN LEONARD I. RELLOSA Member

WIL CHARLOTTE G. OLARTE Member appeals about the decisions of the audit team to the management of the Certification Body.

- 6. At all times, the Certifying Body shall not be allowed to sub-contract its services to any other person or entity.
- 7. Flexibility in the project schedule shall be allowed subject to the approval of PRC-CO.

## **II. MINIMUM QUALIFICATION OF THE CERTIFYING BODY**

- 1. Accredited for ISO 9001:2015 certification activities by a national accreditation duly recognized by the Philippine Government such as the Bureau of Products Standards (BPS) of the Department of Trade and Industry;
- 2. The Certifying Body must present its company profile and list of clients highlighted related projects, the scope of work and implementation methodology as reflected in the Curriculum Vitae of the proposed certification team. Included in the submission are the supporting documents e.g. certifications of the audit team members, as shown by its company profile;
- 3. The Certifying Body must have been in existence for the last five (5) years as evidenced by the SEC registration or DTI Certification, and have at least five (5) years ISO auditing experience;
- 4. To include in the proposal, the audit activities and a procedure for client appeals. Any dispute which may arise between PRC-CO and the Certifying Body shall be resolved amicably in good faith. However, PRC-CO shall be afforded the right to lodge appeals about the decisions of the audit team through the accreditation body. Further, the parties are not precluded from resorting to any legal remedy that may be available to them;
- 5. The Certifying Body must present proof that it has a good track record of certifying government agencies for quality management system (photocopy of certificate); and
- 6. The Certifying Body must submit a sworn statement (separate sworn statement duly notarized) attesting that the company, or any member of the audit/surveillance team, has not provided quality management system consulting services for PR- CO.

Further, the Sworn Statement should also attest that the Certifying Body audit teams, including surveillance and re-certification audit, has:

- a. At least one (1) certified international certifying body for auditors to conduct audits in the name of the Certifying Body;
- b. All team members must be certificated with the ISO 9001:2015 standards and in Internal Quality Audit;
- c. At least one (1) team member is with actual hands-on experience in auditing government services, particularly the Quality Management System (QMS) Process Scope;

Page 5 of 8 ENGAGEMENT OF A CERTIFYING BODY FOR A THIRD-PARTY AUDIT FOR RE- ASSESSMENT OF CERTIFICATION UNDER ISO 9001:2015 QUALITY MANAGEMENT SYSTEM (QMS) FOR THE PROFESSIONAL REGULATION COMMISSION-CENTRAL OFFICE (PRC-CO)



# **REGULAR MEMBERS:** L. LOUIS P. VA Chairman

**DEMOSTHENES N. MISTAL** Vice-Chairman

JESPER P. PAOUITO Member LAMA GRACE C. YANG-EO

Member

CRISANTO L. DECENA Member

ROSEWYNDALUZ G. GASCON Member

#### **ALTERNATE MEMBERS:**

JANICE P. CASTELLANO Vice-Chairman

ALDRICH G. LUNAG Member

**CARLA ANGELINE B. UJANO** Member

OMAIMAH E. GANDAMRA Member

**PROVISIONAL MEMBER:** 

DANNY MORRIS G. VALLEJOS Provisional Member, IT Projects

#### SECRETARIAT:

KYLIE KAUR M. DADO Secretary

DOLORES Y. DIMAANO Member

EMMANUEL B. ANDAYA Member

**RINA V. GARCIA** Member

ANNABELLE S. EUGENIO Member

ALYZA JOICE A. BAGADIONG Member

**CHRISALYNN A. AGOS** Member

JOHN LEONARD I. RELLOSA Member

WIL CHARLOTTE G. OLARTE Member

# Republic of the Philippines Professional Regulation Commission

**Bids and Awards Committee** 

**Central Office** P. Paredes St., Sampaloc, Metro Manila Tel. Fax: 5-310-0037 Email: bac@prc.gov.ph



- d. At least one (1) team member shall have relevant public sector specific experience for all relevant ISIC codes (For PRC, L75 Public Administration);
- e. At least one (1) auditor of the initial team should participate in all audits of the three-year cycle;
- f. At least two (2) members shall have a minimum of three (3) audits experience under ISO 9001:2015; and
- g. All team members must show utmost restraint, respect and protocol to the auditees who are all public officials.

## **III. RESPONSIBILITIES OF THE CERTIFYING BODY**

- 1. Abide with the auditing principles, terminologies and guidelines as specified in the ISO 190011:2002 - Guidelines for Quality and/or Environmental Management Systems Auditing;
- 2. Adhere to the agreed scope of work/deliverables approved by PRC-CO;
- 3. Provide a full report on the operations audited consistent with the content of the approved scope of work/deliverables to PRC CO at the end of audits as agreed by PRC-CO;
- 4. All information reviewed and recorded by the Certifying Body audit team would be treated in the strictest confidence at all times.

## IV. CONFIDENTIALITY AND IMPARTIALITY CLAUSE

- 1. Except with prior written consent from the PRC-CO, the Certifying Body shall not at any time communicate to any person or entity any confidential information acquired in the course of the services, nor shall the Certifying Body make public the findings, observations, recommendations in the course of, or as a result of, the services.
- 2. The Certifying Body shall value the importance of impartiality in the certification on the system and shall use all reasonable efforts to manage possible conflicts of interest and ensure the objectivity of the certification process.

## **V. ENGAGEMENT FEE**

1. In consideration of the services to be performed by the Certifying Body, the PRC-CO shall make to the former the payments which shall be made in Philippine currency for the following schedule:

| Deliverables  | Amount        |
|---|---------------|
| • Preparation and submission of audit plan                  | Php238,333.33 |
| • Conduct of on-site/remote re-assessment audit             |               |
| • Preparation of ISO 9001:2015 Certificate with one (1)-    |               |
| year validity*  |               |
| *Subject to satisfactory results of the re-assessment audit |               |

Page 6 of 8 ENGAGEMENT OF A CERTIFYING BODY FOR A THIRD-PARTY AUDIT FOR RE- ASSESSMENT OF CERTIFICATION UNDER ISO 9001:2015 QUALITY MANAGEMENT SYSTEM (QMS) FOR THE PROFESSIONAL REGULATION COMMISSION CENTRAL OFFICE (PRC-CO)



REGULAR MEMBERS:

**DEMOSTHENES N. MISTAL** 

LAMA GRACE C. YANG-EO

L. LOUIS P. VA

Vice-Chairman

JESPER P. PAQUITO

CRISANTO L, DECENA

ROSEWYNDALUZ G. GASCON

**ALTERNATE MEMBERS:** 

CARLA ANGELINE B. UJANO

OMAIMAH E. GANDAMRA

**PROVISIONAL MEMBER:** 

DANNY MORRIS G. VALLEJOS

SECRETARIAT:

Secretary

Member

Member

Member

**RINA V. GARCIA** 

KYLIE KAUR M. DADO

DOLORES Y. DIMAANO

EMMANUEL B. ANDAYA

Provisional Member, IT Projects

JANICE P. CASTELLANO Vice-Chairman

ALDRICH G. LUNAG Member

Chairman

Member

Member

Member

Member

Member

Member

## Republic of the Philippines Professional Regulation Commission Bids and Awards Committee

Central Office P. Paredes St., Sampaloc, Metro Manila Tel. Fax: 5-310-0037 Email: bac@prc.gov.ph



- 2. Payment shall be based on the completion of the activities as evidenced by the submission and acceptance of the above-mentioned required deliverables.
- 3. In order to protect the interest of the Philippine Government, the PRC CO may refuse payment when there is evident failure by the Certifying Body to comply with the terms and conditions in the delivery of services agreed hereto.

## VI. VENUE OF THE ISO 9001:2015 RE-ASSESSMENT AUDIT

Professional Regulation Commission P. Paredes Street, Sampaloc Manila

Any changes in the venue or address of the auditee shall be promptly communicated.

## **VII. SCHEDULE OF REQUIREMENTS**

| Description  | <b>Project Site</b>       | Delivery Schedule  |
|--|---------------------------|--|
| Audit Plan/ Audit Report<br>for Re-Assessment<br>Audit, ISO 9001:2015<br>Certificate<br>ISO 9001:2015<br>Certificate | At the venue stated above | Within thirty (30)<br>calendar days from<br>contract signing |

## VIII. PAYMENT TERMS

Payment shall be based on the completion of the activities as evidenced by the submission and acceptance of the Audit Plan/Audit Report for Re-Assessment Audit and ISO 9001:2015 Certificate.

## ACKNOWLEDGMENT AND COMPLIANCE WITH THE TERMS OF REFERENCE AND TECHNICAL SPECIFICATIONS

ANNABELLE S. EUGENIO

Member

ALYZA JOICE A. BAGADIONG Member

CHRISALYNN A. AGOS Member

JOHN LEONARD I. RELLOSA Member

WIL CHARLOTTE G. OLARTE Member

Page 7 of 8 ENGAGEMENT OF A CERTIFYING BODY FOR A THIRD-PARTY AUDIT FOR RE- ASSESSMENT OF CERTIFICATION UNDER ISO 9001:2015 QUALITY MANAGEMENT SYSTEM (QMS) FOR THE PROFESSIONAL REGULATION COMMISSION-CENTRAL OFFICE (PRC-CO)



# Republic of the Philippines Professional Regulation Commission

**Bids and Awards Committee** 

Central Office P. Paredes St., Sampaloc, Metro Manila Tel. Fax: 5-310-0037 Email: bac@prc.gov.ph



ANNEX "B"

## PRICE QUOTATION SHEET FINANCIAL BID

Having read, examined, and accepted the Terms of Reference on the subject Request for Quotation (RFQ), I/We submit our quotation/s for the item/s as follows:

## RFQ No. 2025-31 ENGAGEMENT OF A CERTIFYING BODY FOR A THIRD-PARTY AUDIT FOR RE- ASSESSMENT OF CERTIFICATION UNDER ISO 9001:2015 QUALITY MANAGEMENT SYSTEM (QMS) FOR THE PROFESSIONAL REGULATION COMMISSION-CENTRAL OFFICE (PRC-CO)

## TOTAL BID PRICE FOR THE PROJECT

In Figures In Words

\*THE BID/QUOTED PRICE SHALL NOT EXCEED THE APPROVED BUDGET FOR THE CONTRACT AND PRICE PER ITEM, INCLUSIVE OF VAT AND ALL TAXES AND BANK CHARGES.

## Bidder's authorized signature over printed name

Designation: Name of Company: Address: Contact No:

# LAMA GRACE C. YANG-EO

SPER P. PAQUITO

REGULAR MEMBERS:

DEMOSTHENES N. MISTAL

L. LOUIS P. VA Chairman

Vice-Chairman

Member

CRISANTO C DECENA Member ROSEWYNDALUZ G. GASCON

Member

#### ALTERNATE MEMBERS:

JANICE P. CASTELLANO Vice-Chairman

ALDRICH G. LUNAG Member

CARLA ANGELINE B. UJANO Member

OMAIMAH E. GANDAMRA Member

**PROVISIONAL MEMBER:** 

DANNY MORRIS G. VALLEJOS Provisional Member, IT Projects

#### SECRETARIAT:

KYLIE KAUR M. DADO Secretary

DOLORES Y. DIMAANO Member

EMMANUEL B. ANDAYA Member

RINA V. GARCIA Member

ANNABELLE S. EUGENIO Member

ALYZA JOICE A. BAGADIONG Member

CHRISALYNN A. AGOS Member

JOHN LEONARD I. RELLOSA Member

WIL CHARLOTTE G. OLARTE Member